



Credit Guide

This Credit Guide provides you with important information about us, the services we provide and the activities of the credit representative operating under our credit licence. It contains:

- information about fees and charges that may be payable by you to us
- commissions that we may receive when we are acting as a credit representative

The Guide includes information about some of our obligations under the *National Consumer Credit Protection Act 2009* (the National Credit Act).

PRELIMINARY ASSESSMENT

Before providing you with credit assistance, we must make a preliminary assessment as to whether the particular loan is “unsuitable”. A loan will be “unsuitable” based on the information you provided to us if:

- You will be unable to repay the proposed loan or will only be able to repay the proposed loan with substantial hardship, or
- The proposed loan does not meet your requirements and objectives.

We are required to document our assessment that the proposed loan is not unsuitable by way of completing a Preliminary Assessment. The Preliminary Assessment will set out your:

- requirements and objectives
- financial and relevant personal situation, and
- ability to repay the proposed loan.

We are also need to take reasonable steps to verify your information.

This may include:

- requesting you for copies of documents that demonstrate your financial situation
- contacting third parties to assist in verifying the information that you provide.
- You have other rights to access personal information we collect about you under the provisions of the Privacy Act 1988 (Cth). Please refer to our Privacy Statement and Consent which is available by calling 1300 544 489 or at www.lightyearfinance.com.au

FEES AND CHARGES THAT ARE PAYABLE BY YOU IN RELATION TO OUR CREDIT ASSISTANCE

We may charge a fee for providing credit assistance to you. If applicable, details about those fees payable by you will be set out in a Credit Quote which we will give you prior to submitting your loan application.

Other fees and charges

You may have to pay other fees and charges (such as application fees, valuation costs and other applicable fees) to the lender or other parties. You should review the particular loan contract documentation for further details of any such fees and charges.

HOW DO WE GET PAID?

An upfront commission is payable by lenders in relation to settled (drawn-down) loans and is calculated as a percentage of the loan amount. It is usually paid after settlement of the loan.

Trail commission is payable by lenders in relation to settled (drawn-down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears.

The upfront and trail commissions that we are paid by lenders are not payable by you. Details of commission to be received will be included in the Credit Proposal Disclosure document that we will provide you with when credit assistance is provided.

OUR LENDER PANEL - CREDIT PROVIDERS

We have a wide panel of lenders available both through our aggregator (Connective Broker Services) and occasionally through direct referral relationships

The following are the lenders with whom we generally conduct most business

- ANZ
- Westpac
- Commonwealth Bank
- St. George
- Bankwest
- Connective*

*Connective Broker Services Pty. Macquarie Bank Limited has a minority, non-controlling interest in Connective Broker Services Pty Ltd. Commissions paid by Connective's lender panel are transparent and do not influence the broker or consumer choice. Connective is committed to quality consumer outcomes in all circumstances.

DISPUTE RESOLUTION AND COMPLAINTS

We are committed to providing you with the best possible service, however we understand there may be times where you are not satisfied. We follow ASIC-approved Dispute Resolution procedures, and should you wish to make a complaint, please refer to our website www.lightyearfinance.com.au for our Dispute Resolution and Complaints process.

Making a complaint

Before you contact us be prepared with any supporting documents or evidence you think will help clarify your concern. When you make your complaint, be clear about what has happened and what you would like us to do.

Contact us in Person or via Telephone

If you have a complaint or concern you should first contact us on 1300 544 489. In most situations the we will be able to resolve the matter at that time. If we are unable to resolve the matter at that time, we will follow up with the appropriate area and keep you advised of the progress whilst the matter is being investigated.

Write to us

You may also raise your concerns by documenting the details of your complaint and forwarding it to

Complaints Associate
Lightyear Finance
Level 33, 264 George St, Sydney 2000

External Dispute Resolution

Lightyear Finance Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA)

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)¹

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

If you have a complaint about your privacy and we are unable to resolve your dispute, the matter can be referred to;

Office of the Privacy Commissioner

They can be contacted on 1300 363 992

or at PO Box 5218, Sydney NSW 2001.

You may use to make a complaint and obtain information about your rights

Australian Securities and Investments Commission (ASIC)

www.asic.gov.au

Infoline: 1300 300 630,

Email: infoline@asic.gov.au

To find out more, call Lightyear Finance on 1300 LIGHTYEAR (1300 544 489)

THINGS YOU SHOULD KNOW

We don't provide legal or financial planning advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial planning advice before you enter any loan contract.

Company Details

Lightyear Finance Pty Ltd

Address Level 33, Australia Square, 264 George St, Sydney NSW 2000

Australian Credit Licence Number 509753

Contact us for any further information

Phone 1300 LIGHTYEAR (1300 544 489) Email: support@lightyearfinance.com.au