

Credit Guide



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Little Dog, Big Deals!

Credit Assistance Provider

Licensee: Pug Financial Pty Ltd

ABN: 63 168 655 089

(Credit Representative Number 480259 is authorised under Australian Credit Licence Number 389328)

of Suite 10, 50 Victoria Road

DRUMMOYNE 2047 NSW

Tel: (1300 THE PUG)

Email: info@thepug.com.au

Authorised Credit Representatives

ACR Name: Jas Khara | Credit Representative Number: 480800

ACR Name: John Marchetta | Credit Representative Number: 480297

Our Authorised Credit Representatives have been appointed by us to provide credit assistance services on our behalf.

About this Credit Guide:

This Credit Guide sets out important information to help you decide whether to accept our assistance in obtaining a credit contract or consumer lease.

This Credit Guide will tell you:

- Who we are & how to contact us;
- Engagement & Conditions;
- Fees & Commissions;
- Referrers & Referral fees;
- Our Responsible Lending Obligations;
- Credit Providers we conduct consumer credit business with; and
- What to do if you have a complaint.

We are required to provide this Credit Guide to you as soon as practicable after it becomes apparent we are likely to provide credit assistance to you.

We provide "Credit Assistance" when we:

1. Suggest or assist you to apply for a particular credit contract with a particular credit provider; or
2. Suggest or assist you to apply for an increase to the credit limit of a particular credit contract with a particular credit provider; or
3. Suggest you remain in a particular credit contract with a particular credit provider.

Engagement and Conditions:

You (the customer) engage us (the broker) to arrange a loan on your behalf. You acknowledge that we act as an independent contractor to assist you to obtain and negotiate a loan, and that we have advised you to obtain your own independent legal and financial advice regarding the suitability of any loan.

Fees Payable by You:

We sometimes charge a fee for our services. More details about any fees payable will be detailed in a "Quote" we will give you before a finance application is lodged. No commission is payable by you to us, this is paid by the credit provider.

How we and our Authorised Credit Representatives are paid:

We are paid commissions by Credit Providers for introducing customers. The Credit Providers we deal with will usually pay a commission based on:

- The size of the loan; and
- The particular loan product you have selected.

We only receive a commission if your loan is settled and is paid to us either directly by the lender, or paid to us by our aggregator. We may receive the following commissions after we provide credit assistance and your loan has settled.

Type of Commission:	
Commission/Brokerage. (Paid shortly after settlement)	Range from 0% to 10% depending on type of finance sought.

Volume Bonus	Range 0% to 1% depending on type of finance, the total volume introduced & subject to Aggregator performance & individual Credit Provider benchmarks set
Method of Calculation:	Based on Net amount financed plus GST

If you would like a detailed estimate of how much commission we would be paid by a particular credit provider, we will provide this to you.

Referrers and Referral fees:

In some cases your business may have been referred to us by non-regulated third parties such as accountants, financial planners, motor resellers etc. where this is the case, we *may* pay a referral fee to these parties. If we do pay a fee to these parties, then;

- They should have already discussed this with you; and
- We will disclose the fee or a reasonable estimate in the Credit Proposal Disclosure document.

Alternatively, if you want to know, you can ask about the fees and we will tell you how much and how it was calculated.

Preliminary Assessment:

What we will need from you.

When we provide you with credit assistance, we must only recommend credit products that are not unsuitable for you.

To be able to determine which loan products are not unsuitable, we are required to complete a Preliminary Assessment. When we make this preliminary assessment, we determine:

- Your requirements and objectives – that is, what kind of loan you want and for what purpose;
- Your financial and relevant personal situation; and
- Your ability to repay the loan that you are considering.

In assessing these factors, we are also required to take reasonable step to verify the information you provide to us.

This verification may include:

- Asking you for copies of documents that demonstrate your financial situation – in most cases we need to sight original documentation; and
- Contacting third parties to assist in verifying the information that you provide.

Obtaining a copy of your Preliminary Assessment:

If we haven't already provided it to you, you may request a copy of our Preliminary Assessment, and we must give you a copy of it:

- At any time during the first 2 years of conducting the assessment, within 7 business days; or
- Between 2 and 7 years after it was conducted we must provide it within 21 business days.

There is no charge for requesting or receiving a copy of the Preliminary Assessment.

Financial Hardship:

It is important to us that the new credit commitment remains affordable to you but understand those situations can change. In the event that you find yourself in financial difficulty we ask that you let us know so we can assist you in contacting the credit provider to discuss alternate options.

Our "Consumer" Credit Provider include:

We source credit products from a range of banks, lenders and other credit providers. However, at present, we write a greater percentage of loans with the following banks, lenders and other credit providers. These lenders do not necessarily represent all the lenders who offer credit of the nature you seek.

- Commonwealth Bank
- National Australia Bank
- Macquarie Bank
- ANZ Bank
- Westpac
- Connective

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Dispute Resolution and Complaints:

Within our business we follow specific procedures to try to resolve any complaints that you may have.

Internal Dispute Resolution:

If you have a complaint, please contact the disputes officer below. They will try to resolve all concerns quickly & fairly.

Disputes Officer: John Marchetta

Tel: 1300 THE PUG

Email: info@thepug.com.au

External Dispute Resolution:

In the unlikely event we cannot resolve your complaint in a satisfactory manner, or you have not received a response from us after 45 days, you can escalate your complaint to the below Ombudsman, a free and independent dispute resolution service provider.

EDR Scheme Name: Credit & Investments Ombudsman

EDR Membership No: M0029972

Monday to Friday 9am – 5pm AEST

Complaints: 1800 138 422

Mail to:

Credit and Investments Ombudsman Ltd

PO Box A252

South Sydney NSW 1235

Further Information:

For more information regarding anything referred to in the Credit Guide or anything else about our services, just ask at any time. We're here to help.