**\ReadConfirmation1\**

**\ReadConfirmation2\**

**Credit Guide**

**About us**

This document provides information about the loans and credit services provided by BC Securities Pty Ltd (ACN 609 155 688) Australian Credit Licence Number 482240 of Level 1, 274 Coventry Street, South Melbourne VIC 3205. We are licensed to provide loans under the National Consumer Credit Protection Act 2009 (**NCCP Act**). The NCCP Act regulates the activity of lending, leasing, and finance broking.

We are the manager of loans provided by BC Invest Loans Pty Ltd (ACN 646 785 211). BC Invest Loans Pty Ltd is a trustee company who is the lender of record in your loan agreement and mortgage of land. This means that although your lender is shown as BC Invest Loans Pty Ltd, you will deal with us in relation to your loan.

If your loan is introduced to us by a mortgage manager, that mortgage manager may manage your loan for us.

**We will need information from you**

Under the NCCP Act, we are obliged to ensure that any loan, lease, or principal increase to a loan we arrange for you is not unsuitable. To decide this, we may need to ask you some questions in order to assess whether the loan or lease is not unsuitable. The law requires us to:

• make reasonable inquiries about your requirements and objectives; and

• make reasonable inquiries about your financial situation; and

• take reasonable steps to verify that financial situation.

Credit will be unsuitable if at the time of the assessment, it is likely that at the time the loan is made:

• you could not pay or could only pay with substantial hardship; or

• the credit will not meet your requirements and objectives.

For example, if you can only repay by selling your principal place of residence, it is presumed that the loan will cause substantial hardship unless the contrary is proved. For this reason we must ask you to provide a significant amount of information. It is therefore very important that the information you provide to us is accurate.

We must provide you with a copy of our credit assessment of your application if you ask within seven years of the date of the loan contract, lease contract or principal increase. We are only required to give you a copy of the credit assessment if you enter into a loan or lease contract or the credit limit is increased.

**Other services provided by us**

We also provide funding for mortgage managers to provide loans to you. Our mortgage managers market and manage loans for us under a written agreement.

**Our internal dispute resolution scheme**

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting our Complaints Officer by telephone on +61 3 8533 2488; by email on [info@bcinvest.co](mailto:info@bcinvest.co); or in writing to Level 1, 274 Coventry Street, South Melbourne VIC 3205; or by speaking to any representative of our business who will refer you to the Complaints Officer, details of whom are shown above.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing. When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

**Our external dispute resolution scheme**

If we do not reach agreement on your complaint, you may be able to refer the complaint to our External Dispute Resolution (EDR) Scheme. Our external dispute resolution provider is the Australian Financial Complaints Authority (**AFCA**), which can be contacted by telephone on 1800 931 678; by facsimile on +61 3 9613 6399; by email on [info@afca.org.au](mailto:info@afca.org.au); online at [www.afca.org.au](http://www.afca.org.au); or in writing to GPO BOX 3 Melbourne VIC 3001.

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. You can obtain further details about AFCA and obtain details of our privacy policy on request.

**Things you should know**

If we arrange a loan for you to purchase or refinance real estate, you should make your own enquiries about the value of the real estate and its potential for future growth. Although we may obtain a valuation, that is for our own use and you should not rely on it.

You should ensure that you have approved finance before entering a binding contract to purchase.

We don’t provide legal or financial advice unless specified in a separate contract. It is important that you understand your legal obligations under the loan, and the financial consequences.

Before you accept your loan offer, make sure you read the credit contract/loan agreement carefully to understand full details of the loan. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

**Questions?**

If you have any questions about this Credit Guide or anything else about our services, just ask at any time. We’re here to help you.