

## Credit Guide

### Our responsible lending obligations

We must not enter into a credit contract, or increase a credit limit, if the contract is unsuitable for the consumer.

A proposed credit contract or increase in a credit limit will be unsuitable if, at the time it is entered into, it is likely that:

- the consumer will be unable to comply with their financial obligations under the contract, or could only comply with substantial hardship; or
- the contract will not meet the consumer's requirements or objectives.

The law presumes substantial hardship (unless the contrary is proved) where, looking at the issue at the time the assessment is made, the consumer could only have complied with their financial obligations under the credit contract by selling their principal place of residence.

If requested by the consumer, we must give them a copy of our assessment that the credit contract or increase in a credit limit that they are applying for, or have applied for, will not be unsuitable.

We must give the consumer the copy of our assessment:

- if requested before entering into the credit contract or increasing the credit limit - before entering into the credit contract or increasing the credit limit;
- if requested within 2 years after entering into the credit contract or increasing the credit limit – within 7 business days of our receiving the request;
- if requested 2 years, but no than more than 7 years, after entering into the credit contract or increasing the credit limit – within 21 business days of our receiving the request.

We must provide the copy of the assessment free of charge.

### What should you do if you have a complaint?

We have an internal dispute resolution system to deal with any complaints you may have about any of our products or services. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we have tried to resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre.

### How to make a complaint

The first place you should take any complaint is to a member of our staff. If at all possible, the problem will be resolved immediately. However, if our staff member is unable to assist, please speak to one of our Managers, who will try to resolve the matter by the next business day.

### External dispute resolution

We are also a member of an external dispute resolution system Financial Ombudsman Service (FOS). FOS provides an external and impartial procedure for resolving disputes between credit unions and their members. FOS is free of charge to members.

### How to contact FOS



Phone

1300 780 808

9am - 5pm AEST weekdays



Postal Address

GPO Box 3, Melbourne VIC 3001