

# Customer Charter & Credit Guide

## About Mortgage Choice

Mortgage Choice is an ASX listed company and a member of the Mortgage & Finance Association of Australia (MFAA).

With specialist services available from qualified Mortgage Choice experts –

**both mortgage brokers and financial advisers** – we'll help you make better choices with your finances so you can focus on enjoying the things that really matter in life.

We're committed to finding you the right loan and making the process as hassle free as possible, whether you're buying a home to live in, an investment property or refinancing an existing loan. There is **no charge** for our home loan service as the lenders pay us. As Mortgage Choice brokers, we get **paid the same rate** regardless of which home loan you choose from our wide choice of lenders.

To help make sure you can afford the things you want now and in the future, our **financial advisers** can provide you with tailored advice. This includes helping you with any, or all, areas of your financial wellbeing, like budgeting and saving, building a portfolio of investments, evaluating your insurance needs and reviewing your superannuation strategies. And, our **transparent and consistent** financial planning pricing structure tells you exactly what you'll get for your money so you are always in control.

At Mortgage Choice we aim to help you find solutions to meet all your financial and lifestyle goals. We can also help you with commercial loans, car loans, personal loans, asset finance and general insurance.

The choices you make when it comes to money can make a big difference to how comfortable you are financially, now and in the future. It always helps to get expert advice and we are passionate about sharing our expertise to help you make better choices for a better life.

## Your experience with us

Your local Mortgage Choice home loan experts will work through these steps with you:

- Taking the first step:** We'll take the time to understand your financial and lifestyle goals and how your loan fits into these goals.
- Finding the right solution:** We'll analyse the loans available from our wide choice of lenders and match your requirements to the features of the loans, providing you with a selection from which you can choose. We'll also explain the features, fees, costs and other details associated with the loan you choose.
- Supporting your financial wellbeing:** We'll discuss the importance of building solid financial foundations to make sure you can meet your financial commitments, protect yourself, your assets and your loved ones, and be confident in your financial security.
- Putting wheels in motion:** We'll make the home loans process as hassle-free as possible by doing the legwork to find the right solution, helping you with the paperwork and submitting the loan application on your behalf. We'll communicate with your chosen lender throughout the process and keep you up to date along the way.
- Success:** Once your loan documents arrive we can help you complete them.
- Keeping in touch:** Our service doesn't end once your loan settles. We'll make sure that your loan continues to meet your needs, regardless of how your life changes.

## Our panel of finance providers

Our lenders	Residential loans	*Asset & motor finance	Personal loans	Commercial loans
86400	✓			
Adelaide Bank	✓			✓
AMP Banking	✓			
ANZ Bank	✓	✓		✓
Bank of Melbourne	✓			✓
Bank Of Queensland	✓			
BankSA	✓			✓
Bankwest	✓			✓
Better Choice Home Loans	✓			
Bluestone	✓			
Citibank	✓			
Commonwealth Bank	✓			✓
Credit Union Australia	✓			
Gateway Bank	✓			
Heartland Seniors Finance	✓			
Heritage Bank	✓			
Homestart Finance	✓			
HSBC Bank	✓			
IMB				✓
ING Direct	✓			✓
Keystart Loans	✓			
Latitude Financial Services			✓	
La Trobe Financial Services	✓			✓
Liberty Financial	✓	✓		✓
Macquarie Bank	✓	✓		
ME Bank	✓			
MoneyPlace		✓	✓	
Mortgage Choice Ignite	✓			
Mortgage Choice Propel	✓			
Mortgage Ezy	✓			✓
Metro Finance		✓		
NAB	✓			✓
Newcastle Permanent Building Society	✓			
Pepper Money	✓			✓
Plenti		✓	✓	
Prime Capital				✓
Prospra				✓
Qudos Bank	✓			
St George Bank	✓			✓
Suncorp	✓			✓
Westpac	✓			✓

\* Top six Lenders by volume 1/1/2021 - 31/03/2021

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## 1. The information we will ask you for

It is our obligation to make sure that any credit we assist you to obtain is not unsuitable for you. We will need to ask you some detailed questions to make this assessment, in fact, the law requires us to:

- make reasonable enquiries about your borrowing objectives and requirements;
- make reasonable enquiries about your financial situation to understand your capacity to repay the loan;
- take reasonable steps to verify the details of your financial situation.

Credit will be viewed as unsuitable if it is likely that you could not afford to repay the loan or lease or repay it only with substantial hardship. It will also be viewed as unsuitable if the loan or lease will not meet your borrowing objectives and/or requirements.

It is therefore very important that the information you provide to us is accurate and complete.

You can ask for a copy of our assessment at any time within seven years of us assisting you with your credit application.

## 2. We respect your privacy

We understand that the information you provide us with needs to be protected. The information your broker collects is done so on behalf of Mortgage Choice Limited and is protected under our Privacy Policy which is available on our website or from your broker.

## 3. Advice from other related experts

Our Mortgage Brokers are unable to provide any property, financial or legal advice. We would strongly recommend obtaining independent legal advice before you enter into any finance contract. If you would like financial advice, a FinChoice Financial Adviser would be more than happy to help you.

Where a credit card is attached to a home or investment loan, managed by one of the lenders, no advice in respect of the credit card is provided by the broker.

## 4. How do Mortgage Choice brokers get paid?

There is no charge for our home loan service as the lenders pay us. Our Mortgage Choice brokers get paid the same rate regardless of which home loan you choose from our wide choice of lenders. This means you can tap into your broker's expertise at no charge and save yourself time and hassle looking for the right home loan option. The commission received by Mortgage Choice and your broker will be provided in the Preliminary Assessment and Proposal document that we will provide to you before applying for finance.

If you apply for a personal loan, commercial loan or a lease, we may charge you a fee for our services. If a fee is to be charged, this will be disclosed to you before applying for finance.

We may receive additional commissions or bonuses from finance providers relating to the overall volume of finance we arrange. Such payments are dependent upon a number of factors and cannot be quantified at this time.

You may need to pay the finance provider's application, valuation, legal and other fees.

## 5. We may pay a fee for a referral

Referrals are sometimes sourced by us and our representatives from real estate agents, accountants, solicitors and other businesses. We may pay a fee to these businesses for referring you to us. These are not fees payable by you. Any referral fee or commission paid in relation to your referral will be disclosed in the Preliminary Assessment and Proposal document that will be given to you before applying for finance.

## 6. Resolving any problems

We hope that you are delighted with our services. However, if you have any complaints, you can raise these directly with the representative with whom you are dealing. If you are not satisfied with the response that you receive, you may contact our Lending Centre team, by telephoning 13 77 62, emailing [customerservice@mortgagechoice.com.au](mailto:customerservice@mortgagechoice.com.au) or writing to PO Box 457 North Sydney NSW 2059.

When we receive a complaint, we attempt to resolve it as quickly as possible, subject to a full investigation of all the circumstances involved.

## 7. If we are unable to resolve your problem satisfactorily

If you are not satisfied with the outcome of your complaint, you may refer the matter to the Australian Financial Complaints Authority (1800 931 678) an ASIC-approved External Dispute Resolution service ([www.afca.org.au](http://www.afca.org.au)). External dispute resolution is a service provided at no cost to you, which gives you access to an independent mechanism for the resolution of specific complaints or disputes.

You can obtain further details about our dispute resolution procedures on request.

## 8. About Mortgage Choice and our representatives

Mortgage Choice is licensed to arrange finance under the National Consumer Credit Protection Act 2009. This Act regulates the activities of lending, leasing and finance broking.

Australian Credit Licence holder  
Mortgage Choice Limited (ACN 009 161 979)  
Level 10, 100 Pacific Highway, North Sydney NSW 2060

Contact us on 13 77 62 or  
[customerservice@mortgagechoice.com.au](mailto:customerservice@mortgagechoice.com.au)  
[www.mortgagechoice.com.au](http://www.mortgagechoice.com.au)

Australian Credit Licence number: 382869

Our brokers are also known as our Credit Representatives. We have appointed them under our Credit Licence to provide services to our customers. Your Credit Representative's details are as follows:

Name:  
Credit Representative Number:  
Address:

Phone:  
Email: