

Sovereign Credit Pty Ltd



CREDIT GUIDE

This document provides information about:

- Who we are and our products
- Our responsible lending obligations under the National Consumer Credit Protection Act 2009 (Cth) and the National Credit Code
- What to do if you have a complaint about our services

Who We Are

Sovereign Credit Pty Ltd ACN 089 890 326 Australian Credit Licence Number: 392266

Registered address: 263 Albany Hwy Victoria Park WA 6100

Phone: (08) 9415 0271

Fax: (08) 9415 0048

The consumer lending products that we offer are :

- Secured car loans
- Personal loans
- Commercial Loans and Chattel Mortgages

Credit Contract Must Not Be Unsuitable For You

Our general obligations to you:

The National Consumer Credit Protection Act 2009 (Cth) does not permit us to enter into a credit contract with you, or to increase your credit limit for an existing credit contract, if the contract is unsuitable for you.

A credit contract will be unsuitable for you if, at the time it is entered or the credit limit is increased:

- it is likely that you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship; or
- the contract does not meet your requirements or objectives.

We are required to make an assessment of whether the contract is unsuitable before we offer you a credit contract or increase your credit limit.

In making this assessment, we will only take into account information that satisfies both of the following requirements:

- the information is about your financial situation, requirements or objectives; and
- at the time the contract is entered or the credit limit is increased:
 - we had reason to believe that the information was true; or
 - we would have had reason to believe that the information was true if we had made reasonable inquiries about you.

To enable us to do this, we will ask about your financial situation and your requirements and objectives in relation to the credit contract. We may request copies of documents such as pay slips and past tax returns. We may also ask you to supply other proof of your ability to repay the loan.

We are required to verify certain financial information. If you do not provide us with full information, we cannot properly assist you. For this reason, it is important that you provide us with complete and accurate information.

You can request a copy of our assessment at any time within 7 years if you proceed with our credit

contract. If you request a copy of your assessment, we must provide you with a copy at no charge to you. We must provide the written copy within 7 business days if your request is made within two years of the credit contract being offered or otherwise within 21 business days.

We do not need to give you a copy of the final assessment if your request is made more than 7 years after the day our credit contract is offered to you, or if the credit contract does not go ahead.

If you have a Complaint

If you have a complaint about the service provided to you, then please contact our Complaints Officer and tell us about it. We may request that you put your complaint in writing. Once we receive your complaint, we will acknowledge receipt of the complaint, investigate the matter and endeavour to address it as quickly as possible. We aim to resolve your complaint when you first contact us. However, it may take us up to 45 days to provide a final response to your complaint. Please provide all information to:

Complaints Officer — Sovereign Credit Pty Ltd
P.O. Box 234 Victoria Park WA 6979
Phone: (08) 9415 0271
Fax: (08) 9415 0048

We expect that we will be able to completely resolve any issues that you raise. If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may refer your complaint to our external dispute resolution scheme the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA can be contacted at:

GPO Box 3
Melbourne VIC 3001
T: 1800 931678 **E:** info@afca.org.au **W:** www.afca.org.au

This Credit Guide applies from 1 November 2018 and remains valid unless a further Credit Guide is issued to replace it.

To acknowledge receipt of this Credit Guide, please sign below:

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____