

**Credit Guide**

This Credit Guide provides you with the key information that you need to know to make an informed

and confident choice when engaging our products and services.

This Credit Guide summarises our goals and standards, offerings, fees, and commissions. Please

don’t hesitate to ask if you need more information or clarification.

This Credit Guide has been generated by:

**Broker**

**Authorised Credit**

**Representative name and**

**Credit Representative number**

**Organisation/Trading Name**

**Address**

**Email Address**

**Rakesh Gupta**

Rakesh Gupta (ACR# 365866)

ARG Finance Pty Ltd

Office 10/202-220 Ferntree

Gully Road Notting Hill, VIC,

3168

rakesh@argfinance.com.au

**Phone:**

**Fax:**

**Mobile:**

0385695150

0386781313

0433-511-655

**Australian Credit Licence**

**name and Australian Credit**

**Licence number**

**Australian Company Number**

**of ACL holder**

Australian Finance Group Ltd (ACL# 389087)

066385822

**Overview**

We hold the necessary mortgage broking experience and qualifications in accordance with the

National Consumer Credit Protection Act, 2009 to provide you with assistance. We are required to

meet specific competency standards relating to educational and professional development. You can

be confident that we are held accountable to not only our organisation’s high ethical standards /

values, but also have a responsibility to maintain the regulatory standards that are set by both

Commonwealth and State governments.

Our mission is to ensure we offer our clients the best service and most appropriate products to suit

their individual needs through our professionalism and attention to detail. Ultimately, our goal is to

ensure applicants are provided with a loan that meets their objectives.

We guarantee to listen to your needs and your instructions, ensuring that there is collaborative

agreement through each step of the finance application process.

Our relationships and alliances with likeminded quality organisations ensure we are positioned to offer

the best quality service as well as offering complementary financial services where appropriate.

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**Suitability of Loans to Your Financial Objectives**

By law, before entering into a specific credit contract, we are obliged to conduct a Preliminary Credit

Assessment to determine what kind of loans would be suitable for you. In consultation with you, we

will explore and discuss with you your financial situation, financial objectives and borrowing needs

before we determine which loan product may suit your requirements.

For the purposes of the Preliminary Credit Assessment, we will 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;

make reasonable inquiries about your financial situation; and

take reasonable steps to verify that financial situation.

The assessment will be conducted prior to recommendation of a particular product. The assessment

will involve collection and verification of financial information to determine the appropriate loan

amount and the loan costs associated with entering a credit contract. This will ensure that your

circumstances will be assessed appropriately and that the options suggested will not place you in

financial hardship. Once completed, this Preliminary Credit Assessment is only valid for 90 days. A

copy of the Preliminary Credit Assessment will be available to you, on request - this will be available

up to 7 years after we provide you with credit assistance

Prior to the Preliminary Credit Assessment being conducted, we may provide you with Product

summaries that highlight various key features and benefits of the product. We may also provide you

with Product Comparison documents that allow you to compare the features and benefits of each

product and assess the suitability to your requirements.

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**Lender and Products**

As a mortgage broker I am able to offer choice across a number of products and have the opportunity

to be accredited to arrange loans with the following AFG panel lenders:

86 400

AFG Home Loans - Edge

AFG Home Loans - Retro

ASCF

Bank Australia

Bank of Melbourne

Bankwest

Bluestone

Commonwealth Bank

Health Professionals Bank

Hume Bank

Keystart

ME

MyState

P&N Bank

Resimac

Teachers Mutual Bank

Westpac

Green Light Auto

Money Place

SocietyOne

Wisr

AFG Commercial Powered by

Thinktank

AFG Home Loans - Link

AMP Bank

Adelaide Bank

Bank SA

Bank of QLD

Better Mortgage Management

CUA

Firefighters Mutual Bank

Heritage Bank

IMB Ltd

La Trobe Financial

MKM Capital Pty Ltd

NAB

Pepper Money

St George Bank

UniBank

AMMF

Plenti

NOW Finance

Symple

AFG Home Loans - Alpha

AFG Home Loans - Options

ANZ

Auswide Bank

Bank of China

Bank of Sydney

Beyond Bank

Citibank

Granite Home Loans

HomeStart Finance

ING

Liberty Financial

Macquarie Bank

Newcastle Permanent

QBANK

Suncorp

Virgin Money

Automotive Financial Services

Latitude

RateSetter

Wingate/Now

I have settled loans with the following lenders in the last 12 months:

AFG Commercial Powered by

Thinktank

Bank of Melbourne

FlexiCommercial

ANZ

Citibank

Westpac

ANZ Asset Finance

Commonwealth Bank

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**Lenders**

**available**

**Commonly**

**used**

**lenders**

We aim to provide you with information from a range of lenders and products / loans.

Once you have chosen a loan that is suitable for you, we will help you obtain an

approval.

The list below documents the 6 most commonly used Lenders by my licensee. This

does not necessarily reflect all of the financial institutions that my licensee is able to

conduct business through.

However, if less than six lenders are displayed below, this is a summary of the lenders

that my licensee is able to utilise for loan submission purposes

**Financial Institutions**

1. Commonwealth Bank

2. ANZ

3. Westpac

4. NAB

5. Macquarie Bank

6. Bank of Melbourne

**Percentage of applications submitted in**

**the past 12 months**

17.18%

14.53%

8.81%

8.72%

8.06%

4.64%

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**Fees, Charges, Commission and Disclosures**

**Fees payable by**

**you to third parties**

**Fees payable by**

**you to the licensee**

**Payments received**

**by the licensee**

**Fees payable by**

**the licensee to**

**third parties**

When the credit application (loan) is submitted, you may need to pay the

lender's application fee, valuation fees, or other fees that are associated with

the loan application process, even if the loan is ultimately unsuccessful.

If a fee is payable by you, this will be disclosed in a Credit Quote that will be

provided to you. If a Credit Quote is not supplied, this will indicate that we do

not charge consumers any fees.

Please take notice that the licensee may receive fees, commissions, or

financial rewards from Lenders or Lessors in connection with any finance we

arrange for you. These fees are not payable by you.

The commission / brokerage amount depends on the amount of the finance

and may vary from product to product. We can provide you with information

about a reasonable estimate of those commissions and how the commission is

worked out if you require.

Commissions are paid based on a percentage of the loan balance that is

drawn down which in most cases will be net of any amounts you hold in an

offset account. The way commissions are calculated and paid to us by lenders

may vary. By following the responsible lending requirements, we will ensure

the loan recommended to you is not unsuitable for your situation and

objectives.

We may pay fees to call centre companies, real estate agents, accountants, or

lawyers and others for referring you to us. These referral fees are generally

small amounts in accordance with usual business practice.

These are not fees payable by you. On request you can obtain a reasonable

estimate of the amount of the fee and how it is worked out.

**Tiered Servicing**

**Arrangements**

**Other disclosures,**

**benefit or interests**

From time to time, we may also remunerate other parties through payments,

rewards or benefits.

Through your broker’s relationships with lenders they may have access to

tiered servicing arrangements. The benefits of this access to these

arrangements can include faster processing, better information or greater

levels of assistance provided for obtaining loan approval. Your broker will

advise you of any tiered service arrangements that are in place with a

particular lender that they have proposed at the time recommendations are

made.

Access to this program is not based solely on the volume of new or existing

lending your broker’s customers have with each respective lender and does

not entitle them to any additional commissions outside of what they have

disclosed to you, any additional payments or preferential customer discounts.

Your AFG broker is prohibited from accepting gifts or inducements over $350.

Any benefit given to your broker greater than $100 and less than $350 will be

recorded in a Gifts Register. A copy of your broker’s register is available to

inspect on request. If you wish to inspect the register, please contact your

broker.

**Referrals**

We may receive obtain referrals from a range of sources, including

accountants, financial planners, real estate agents and others. If you were

introduced or referred to us, we may pay the referrer a commission, fee or

remunerate them in other ways. Details of any commission or fees being paid

to the referrer will be included in the Credit Proposal Disclosure document

provided to you.

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**Credit & Valuation Reports**

We may be provided access to free services such as credit report and

valuations from our lenders. Details of any relevant services we may receive

because of a recommendation we make to you, will be included in the Credit

Proposal Disclosure document we provide to you.

**Multiple Roles**

I may act in other roles or capacities related to the credit assistance provided

to you. Each business activity is separate however I may be paid remuneration

in my other business activities as a result of the credit assistance provided to

you. Further details any relevant remuneration we may receive because of a

recommendation we make to you, will be included in the Credit Proposal

Disclosure document we provide to you.

Where I am unable to act in more than one capacity, I will refer you to another

party who will provide you services due to a conflict of interest that cannot be

managed appropriately by me.

**Related Parties**

We have relationships with a number of related parties and associates. Details

of any remuneration or possible conflicts these relationships will be included in

the Credit Proposal Disclosure document provided to you.

**Shareholding**

I may directly or indirectly hold shares in AFG or the lenders I recommend.

Details of any material holdings will be included in the Credit Proposal

Disclosure document provided to you. If my material holding does not enable

me to act in more than one capacity, I will refer you to another party who will

provide you services due to a conflict of interest that cannot be managed

appropriately by me.

**Ownership Structures**

I may act in other roles or capacities related to the credit assistance I provide

to you. Each of business activities are separate from another however I may

be paid remuneration in my other business activities as a result of the credit

assistance we provide to you. Further details any will be included in the Credit

Proposal Disclosure document I provide to you. Where I am unable to act in

more than one capacity, I will refer you to another party who will provide you

services that I am unable to due to a conflict of interest that cannot be

managed appropriately by me.

**AFG & AFG Home Loans**

AFG Home Loans Pty Ltd (including AFG Securities Pty Ltd) are wholly owned

subsidiaries of AFG. AFG may receive additional remuneration for any white

label AFG Home Loans or securitised AFG Securities products that are settled.

The remuneration received is in addition to those amounts paid to AFG as a

mortgage broker aggregator and/or licensee. Details of this remuneration will

be disclosed in your AFG Home Loan documentation.

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**About Credit Representatives**

Your broker is authorised to engage in credit activities by Australian Finance Group Ltd. The licensee

shares responsibility in the conduct of your broker.

**Commonly used**

**lenders by your**

**broker**

The list below documents the 6 lenders most commonly used by your broker.

The lenders disclosed below may be different to the lenders that the licensee

has already disclosed. This may be due to different accreditation requirements

or different types of consumers. The list below does not necessarily reflect all

the financial institutions that your broker is able to conduct business through.

However, if less than 6 lenders are displayed below, this is a summary of the

lenders that the broker is able to utilise for loan submission purposes

**Financial Institutions\***

1. Commonwealth Bank

2. ANZ

3. Bank of Melbourne

4. Westpac

5. Macquarie Bank

6. NAB

\* The Top 6 lenders are based on

the total volume of loans lodged in

**Percentage of applications submitted in**

**the past 12 months\*\***

39.56%

17.79%

17.06%

8.23%

6.21%

5.95%

\*\*The % of loans is based on the total loans

lodged over the past 12 months. This will not add

**Payments to the**

**broker**

**How are we**

**paid?**

**Fees payable to**

**third parties by**

**your broker**

the last 12 months. Where I may not up to 100% where I have lodged to lenders

be accredited with 6 lenders the outside of my top 6.

balance of lenders is made up of the

top 6 lenders of my licensee.

Your broker may receive a whole or part of the commissions received by the

licensee referred to above. This may be paid to your broker directly or indirectly

from the licensee. You may obtain from us information about a reasonable

estimate of those commissions and how the commission is worked out if you

wish.

Commissions are paid based on a percentage of the loan balance that is drawn

down; which in most cases will be net of any amounts you hold in an offset

account. The way commissions are calculated and paid to your broker by

lenders may vary. By following the responsible lending requirements your broker

will ensure the loan recommended to you is not unsuitable for your situations

and objectives.

The information set out in the table for the licensee also applies to your broker

with regards to referral fees.

On request you can obtain a reasonable estimate of the amount of the fee and

how it is worked out.

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**Complaints**

Irrespective of our status as a licensee, representative or credit representative, our reputation is built

on matching the appropriate product(s) to the individual’s requirements. We go to great lengths to

ensure satisfaction with our services and offerings. However, there may be instances from time to

time, where applicants may be dissatisfied with the outcomes of our consultation process. If you have

a complaint about the service that we provide, the following steps or avenues for resolution are

available to you.

**Step 1**

Most complaints arise from miscommunication and can usually be fixed quickly. So, please contact

Rakesh Gupta first and express about your concerns.

**Step 2**

If the issue is not satisfactorily resolved within 5 working days by talking with Rakesh Gupta, we will

apply our internal complaints process to manage your complaint appropriately. In this instance, the

complaint will be internally escalated to our Complaints Officer. You may also contact the Complaints

Officer directly.

**Complaints Officer**

**Name**

**Phone**

**Email**

**Address**

Complaints Manager

0894207888

complaints@afgonline.com.au

100 Havelock St, West Perth, WA 6005

**Note**: In some instances your broker may also be fulfilling the role of the Complaints Officer. This will

not affect the capacity to have your complaint dealt with appropriately.

By using our internal complaints process we hope to assist you to resolve your complaint quickly and

fairly. The maximum timeframe in which to provide a written response to you is 45 days, although in

pursuit of best practice and the reputation of our organisation, we aim to resolve these issues in a

much shorter time frame.

**Step 3**

Although we try hard to resolve a customer’s concern in the most considerate and direct manner, if

you are not completely satisfied after the above steps have been attempted, you still have other

avenues available to resolve the dispute. This is then managed externally and independently.

This external dispute resolution (EDR) process is available to you, at no cost. Two EDR schemes may

be listed below. This indicates that the Credit Representative and their authorising Licensee are both

required to be members (independently) of an ASIC approved EDR scheme. Where a Credit

Representatives EDR is displayed, please contact that EDR scheme in the first instance for complaint

escalation.

**Name**

**Phone**

**Address**

**EDR (Licensee)**

AFCA

1800 931 678

Australian Financial Complaints

Authority GPO Box 3

Melbourne VIC 3001

**EDR (Credit Representative)**

AFCA

1800 931 678

Australian Financial Complaints

Authority GPO Box 3

Melbourne VIC 3001

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**Things you should know**

We don’t make any promises about the value of any property you finance with us or its future

prospects. You should always rely on your own enquiries.

We don’t provide legal or financial advice. It is important you understand your legal obligations under

the loan, and the financial consequences. If you have any doubts, you should obtain independent

legal and financial advice before you enter any loan contract.

Broker Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Broker Name: Rakesh Gupta

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Name:

Client Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Name:

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Privacy Disclosure Statement



and Consent

**www.afgonline.com.au**

**ABN** 11 066 385 822

**ACN 066 385 822**

**Australian Credit Licence 389087**

**Each consent given in this document continues until withdrawn in writing.**

**Privacy Disclosure Statement and Consent**

I/ We consent to you using Personal Information, financial information and Credit Information about me/ us for the purpose of arranging or providing

credit, providing credit assistance, insuring credit, and for direct marketing of products and services offered by you or any organisation you are

affiliated with or represent each of which may contact me/ us for such a purpose including by telephone and electronically and acknowledge that

you may receive a fee or commission for referring me/ us to a product or service provider, such as an insurance provider. In this document “you”

means each of Australian Finance Group Ltd (AFG), each subsidiary of AFG, the Appointed Credit Service Provider and their organisation and any

assignees or transferees of the commissions relating to any credit provided to me arranged by the Appointed Credit Service Provider or their

organisation. In this document, ‘Personal Information’ includes any sensitive information (including health information) and any information I/ we tell

you about any vulnerability I/ we may have.

The Personal Information provided by me/ us will be held by you. I/ We can obtain a copy of AFG’s Privacy Policy at www.afgonline.com.au. Your

privacy policy contains information about how I may access or seek correction of my Personal Information, how you manage that information and

your complaints process. If I/ we do not provide the requested Personal Information, I/ we acknowledge that you may be unable to assist in arranging

finance or providing other services.

You may disclose Personal Information about me/ us to the following types of entities, some of which may be located overseas (including in USA,

Canada, Malaysia, India, Ireland, the United Kingdom, Serbia and the Philippines):

• any persons who provide credit or other products or services to us, or to whom an application has been made for those products or services;

• any financial consultants, accountants, lawyers and advisers;

• any industry body, tribunal, court or otherwise in connection with any complaint;

• any person where you are required by law to do so;

• any of your associates, related entities or contractors (including printing/publication/ mailing houses, IT service providers, cloud

storage providers, lawyers/ accountants);

• our referees, such as our employers, to verify information we have provided;

• any person considering acquiring an interest in your business or assets; and

• any organisation providing online verification of our identities.

**Credit Information**

I/ We hereby authorise you to receive Credit Information from any lender about my/our credit affairs, and to provide any relevant real estate agent,

lawyer, conveyancer, agent or person authorised by me access to my Credit Information, with details of whether finance has been approved for us,

and if it has, the terms of that approval, including providing a copy of any approval letter.

I/ We appoint you as our agent and authorise you to obtain our Credit Information (including both consumer and commercial credit reporting and

eligibility information) from a credit reporting body on our behalf. You are authorised to use that Credit Information to assist you to provide

services, including credit assistance, to me/ us and to assist me/ us to apply for credit. I/ We acknowledge that you consent to these authorizations

being provided in an electronic form (if applicable).

In this document ‘Credit Information’ includes information such as my/ our identity information, the type, terms and maximum amount of credit

provided to me/ us, repayment history information, default information (including overdue payments), court information, new arrangement

information, personal insolvency information, disciplinary proceedings, complaints, delinquency, fraud investigations and det ails of any serious credit

infringements.

**Receiving Information Electronically**

I/ We consent to receiving credit assistance documentation and loan application information electronically. I/ We acknowledge and agree that paper

documents may no longer be given, electronic communications must be regularly checked for documents and this consent to receive electronic

communications may be withdrawn at any time.

**Video or Audio Conference Recording**

I/ We consent to you obtaining Personal Information, financial information and Credit Information about me/ us by way of video conference and/ or

by way of audio conference for the purpose of arranging or providing credit, providing credit assistance or insuring credit and give my/ our

permission for that video and/ or audio conference to be recorded and provided to a credit provider, insurer or government agency for this purpose.

**Full Name of Applicant 1**

**Full Name of Applicant 2**

**Signature of Applicant 1**

**Signature of Applicant 2**

**Date**

**Date**

**Name of Appointed Credit Service Provider**

Rakesh Gupta

**Name and contact details of Appointed Credit Service Provider’s**

**Organisation (if applicable) including address/email/phone no.**

ARG Finance Pty Ltd

Email: rakesh@argfinance.com.au

Mobile: 0433-511-655

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