

Thank you for choosing First Federal to help you arrange your finance needs.

First Federal Home Loans Pty Ltd (**FFHL**) is a servicer of loans made by First Federal Pty Ltd (the **Lender**). 'We/us/our' refers to FFHL on behalf of the Lender.

The purpose of this Credit Guide is to assist you in deciding whether you want to enter into a credit contract with the Lender, serviced by FFHL.

This document provides information about the loans provided by us. We are licensed to provide loans under the *National Consumer Credit Protection Act 2009* (Cth) (**NCCP Act**). The NCCP Act regulates the activity of lending, leasing and finance broking.

We will need information from you

Under the NCCP Act, we are obliged to ensure that any loan or credit limit increase 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 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.

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 will provide you with a written copy of our credit assessment of your application within 7 business days if you ask for a copy within the first two years of the date of the credit contract or credit limit increase. If you ask for a copy of our credit assessment after two years but within 7 years of the date of the credit contract or credit limit increase, we will provide you with a copy within 21 business days. We are only required to give you a copy of the credit assessment if you enter into a credit contract or the credit limit is increased. The credit assessment will be provided to you free of charge.

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:

- Telephoning 1800 178 333 (1800 1ST FED)
- Emailing help@firstfederal.com.au
- Writing to GPO BOX 4050, Sydney NSW 2001

or by speaking to any representative of our business who will refer you to the Complaints Officer.

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 the Australian Financial Complaints Authority (**AFCA**), which can be contacted by:

- Telephoning 1800 931 678
- Emailing info@afca.org.au
- Writing to GPO Box 3, Melbourne VIC 3001

See www.afca.org.au for more information about AFCA.

The AFCA scheme 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 credit 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.