

- (ii) "Trailing Commission" - payable by the lender for the period of the loan and will usually be based on a rebate of the interest charged to you between nil to 0.35% of the loan balance. Thus, the method used by lenders for working out the amount of the Trailing Commission will be an agreed percentage of the loan balance.

## Commissions received by representatives of Bennetto Finance

No employee or director is likely to receive, directly or indirectly, any commissions or other remuneration from credit providers in relation to credit contracts for which Bennetto Finance provides credit assistance to you.

## Suitability Assessment

Under the Credit Act, Bennetto Finance must not provide credit assistance to you on a day (the assistance day) by suggesting (or assisting) you to apply for, remain in or increase a credit contract, unless Bennetto Finance has, within 90 days before the assistance day, made a preliminary assessment about whether the credit contract is 'not unsuitable' for you.

Bennetto Finance will make inquiries in relation to your requirements and objectives together with your financial situation and may verify the information.

Bennetto Finance must assess the credit contract as unsuitable for you where either it does not meet your requirements and objectives or if you will be unable to meet the repayments, either at all or only with substantial hardship.

Bennetto Finance must provide to you, free of charge, a copy of the written assessment that the credit contract is 'not unsuitable' on request. If you request a copy of the assessment within 7 years of the date of the credit assistance quote (that has been provided by Bennetto Finance), Bennetto Finance must provide a written copy of the assessment:

- (i) If the request is made within 2 years of providing the credit assistance quote - within 7 business days of receiving the request; or
- (ii) Otherwise within 21 business days of receiving the request.

The written assessment will include reference to all relevant factual information provided by you that was used by us to assess the credit contract as 'not unsuitable' including a record of the financial information obtained, and the requirements and objectives communicated to us by you.



## Contact Details

If you would like any further information about Bennetto Finance, please contact us on the details below:



### Telephone

Call us at our office on  
(03) 6224 7474



### Mail

Write to us at GPO Box 858  
Hobart TAS 7001



### Fax

Send us a fax on  
(03) 6224 7484



### Email

Send us an email to  
bennetto@bigpond.com



### Web

Contact us via our website  
www.bennetto.com.au



### In person

Visit our office at  
162 Macquarie Street, Hobart

ABN 32 009 489 507  
Australian Credit Licence No. 283141

## CREDIT GUIDE

(Credit Assistance Activities other than as a Credit Provider)

## Credit Guide

(Credit Assistance Activities other than as a Credit Provider)

Bennetto Finance Pty Ltd ("Bennetto Finance") must provide you with a Credit Guide prior to providing credit assistance to you. The *National Consumer Credit Protection Act 2009* ("Credit Act") requires Bennetto Finance to give a Credit Guide to consumers as soon as practicable after it becomes apparent that Bennetto Finance is likely to provide credit assistance to a consumer in relation to a credit contract.

The purpose of the Credit Guide is to provide you with important details about Bennetto Finance. Bennetto Finance holds an Australian Credit Licence, licence number: 283141.

### This Credit Guide contains important information about:

- Any fees that are payable by you to Bennetto Finance for its credit assistance;
- Any charges that are payable by you to Bennetto Finance for matters associated with providing the credit assistance;
- The method for working out the amount of the fees and charges;
- The identity of the credit provider that Bennetto Finance conducts business with when providing you with credit assistance;
- How we are paid;
- Our internal and external dispute resolution procedures and how you can access them if you have a complaint against us;
- How we comply with our obligations to provide you with a preliminary assessment and ensure the credit contract is not unsuitable for you; and
- How we can be contacted.

In this Credit Guide, references to "we", "us" and "our" are references to Bennetto Finance.

## Dispute Resolution

We want to know about any problems or concerns you may have with our services so we can take steps to resolve the issue. Bennetto Finance offers clients Internal Dispute Resolution ("IDR") procedures and External Dispute Resolution ("EDR") procedures to resolve complaints from clients. A copy of Bennetto Finance's "Summary of Complaints Handling Procedures - Information for Clients" is available upon request.

Initially, all complaints will be handled and investigated internally. If a complaint cannot be successfully resolved using the IDR procedures, the complaint will be referred to the EDR scheme, the Australian Financial Complaints Authority Limited ("AFCA").

Bennetto Finance has implemented procedures to enable complainants to represent their side of the issue, both orally and in writing, and to comment on anything prejudicial to their case. Complainants will be given adequate reasons and explanations for the decision made by Bennetto Finance and be given information with respect to the EDR scheme if the matter is not resolved to their satisfaction.

## (a) Internal Dispute Resolution ("IDR")

Our Complaints Officer is Mr Danny Allford and he will assist you if required in making your complaint so that all relevant facts are provided.

Complaints may be made verbally or in writing. Bennetto Finance will attempt to deal with your complaint in a prompt and efficient manner. Bennetto Finance will ensure that your complaint is resolved within a period of 45 days (unless a different time frame applies for certain types of credit disputes). Some complaints can be resolved more quickly depending on the facts and the nature of the complaint. If the complaint is more complex and takes longer than 45 days, we will communicate the reasons for the delay.

Please address any complaints to:

**Mr Danny Allford**  
**Bennetto Finance Pty Ltd**  
**GPO Box 858**  
**Hobart TAS 7001**

Alternatively, we can be contacted at:

**Tel: (03) 6224 7474**  
**Facsimile: (03) 6224 7484**  
**Email: [bennetto@bigpond.com](mailto:bennetto@bigpond.com)**  
**Web: [www.bennetto.com.au](http://www.bennetto.com.au)**

## (b) External Dispute Resolution ("EDR")

**Bennetto Finance** is a member of the Australian Financial Complaints Authority Limited ("AFCA") which is an approved independent EDR scheme (membership number 10056).

Complainants dissatisfied with the decision of Bennetto Finance via the IDR procedures can pursue a complaint through this scheme. This must be in writing to:

**Australian Financial Complaints Authority Limited**  
**GPO Box 3**  
**Melbourne VIC 3001**

AFCA can be contacted at:

**Tel: 1300 931 678**  
**Email: [info@afca.org.au](mailto:info@afca.org.au)**  
**Web: [www.afca.org.au](http://www.afca.org.au)**

## Fees payable by You to Bennetto Finance

Generally Bennetto Finance will not charge you any fees when it provides you with credit assistance. However, in certain circumstances, brokerage fees may be payable by clients on a case by case basis.

The method used by Bennetto Finance for working out the amount of the brokerage fees based on a variable percentage of the loan amount as negotiated and agreed with accredited lenders. This fee will be disclosed to you in our Quote for Providing Credit Assistance.

## Details of Credit Providers

Bennetto Finance provides credit assistance services in relation to credit contracts provided by a wide range of credit providers. Bennetto Finance employs a person who is accredited with a number of lenders – called a 'Panel of Lenders' and Bennetto Finance will only sell products from lenders on this panel. The requirements for accreditation vary from lender to lender and Bennetto Finance's Panel of Lenders may be amended or updated from time to time. Currently, there are approximately 20 different credit providers included on the panel.

Following are the names of the credit providers with whom Bennetto Finance reasonably believes it conducts the most of its business:

1. **Commonwealth Bank of Australia**
2. **Australia and New Zealand Banking Group Limited**
3. **National Australia Bank Limited**
4. **ING Direct**, a division of ING Bank (Australia) Limited
5. **Westpac Banking Corporation**
6. **Plan Lending** (whose products are funded by **Advantedge Financial Services Pty Ltd** (a wholly owned subsidiary of the **National Australia Bank Group**))

## Commissions received by Bennetto Finance

Bennetto Finance will receive commissions when it provides you with credit assistance. Such fees are payable by the lender (credit provider) to Bennetto Finance through the aggregator, Plan Australia. These fees will be disclosed to you in our Quote for Providing Credit Assistance.

Generally, these commissions will be as follows:

- (i) "Upfront Commission" - payable by the lender upon the establishment of the loan with the lender by you and will vary between lenders.

The method used by lenders for working out the amount of the Upfront Commission is as follows:

**Between 0.4% to 1% of the loan balance**