

Fundency Pty Ltd

Credit Guide

Effective date: 1 July 2020

This Credit Guide provides you with important information about the personal loans we offer under the National Consumer Credit Protection Act 2009 (“*Consumer Credit Products*”).

It also outlines what to expect from us when we provide Consumer Credit Products.

Credit Provider

Our contact details are:

Company Name:	Fundency Pty Ltd (“ we, us, our ”) ABN 54 608 160 158
Address:	Suite 1, Level 7, 33 Elkhorn Avenue Surfers Paradise QLD 4217
Email Address:	loans@fundency.com.au
Phone Number:	1300 19 11 19
Australian Credit Licence Number:	496643

Our Obligations

When you make an application or an enquiry in relation to one of our Consumer Credit Products, we will conduct an assessment to determine whether the Consumer Credit Product you are seeking is not unsuitable for you. To enable us to undertake this assessment, we will ask you to provide us with information about:

- your requirements and objectives for the Consumer Credit Product, including the purpose of the credit; and
- your current financial situation.

As part of our assessment, we will take reasonable steps to verify the information that you provide to us. However, it is important that you provide us with all relevant information about your financial situation, including any foreseeable changes that may affect your ability to repay the proposed loan. You should also let us know immediately if your financial circumstances change.

When will a Consumer Credit Product be unsuitable?

A Consumer Credit Product will be unsuitable where:

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

How can I obtain a copy of the assessment?

If your application has been approved, you can ask us for a copy of our assessment that the Consumer Credit Product is not unsuitable for you. The assessment will contain:

- the information you have provided us about your requirements and objectives;
- the financial information you have given us;
- the enquiries we have undertaken to verify your financial situation; and
- details of the Consumer Credit Product we have offered.

You can ask us for a copy of the assessment at any time before you enter the credit contract or the credit limit is increased. If you make such a request, the credit contract must not be entered into or the credit limit increased until we have provided the assessment to you. You should notify us immediately if the information on the assessment is incorrect or has changed.

You can ask us for a copy of the written assessment up to seven (7) years after the date the credit contract was entered into or the credit limit was increased.

Timeframes for providing a copy of the written assessment

If your request is made:	We will provide a copy of the assessment:
Prior to entering into the credit contract	As soon as possible
Within two (2) years from the day you entered into the credit contract or the credit limit is increased	Within seven (7) business days of receiving your request
More than two (2) years but less than seven (7) years from the day you entered into the credit contract or the credit limit is increased	Within twenty-one (21) business days of receiving your request

Dispute Resolution Procedures

If you have a complaint about the service that we provide, the following steps or avenues for resolution are available to you.

Step 1

Please contact us and tell us about your concerns.

Step 2

If the issue is not satisfactorily resolved within five (5) business days by talking with one of our consultants, we will apply our internal complaints process to manage your complaint appropriately. In this instance, the complaint will be escalated to the Compliance Officer. You may contact the Compliance Officer directly at the details below:

Compliance Officer

Phone: 1300 19 11 19

Email: loans@fundency.com.au

Address: Suite 1, Level 7, 33 Elkhorn Avenue Surfers Paradise QLD 4217

Our Compliance Officer will acknowledge receipt of your complaint within five (5) business days. If we are unable to resolve the complaint to your satisfaction within five (5) business days, we will write to you advising the procedures we will follow in investigating and handling your complaint.

We will write to you advising you of the outcome of the investigation and the reason/s for our decision, or if required, we will inform you if more time is needed to complete the investigation. We will provide our final response to you within the following timeframes:

For disputes involving a default notice	Within 21 days of receiving your complaint.
For a dispute where a hardship notice is given	<ul style="list-style-type: none">• Where no further information is required by us – within 21 days of the hardship notice being given;• Where further information is required by us and that further information is <u>not</u> provided within 21 days, 49 days after the hardship notice has been given.

	<ul style="list-style-type: none"> Where further information is required by us and that further information is provided, within 21 days of the requested information being received by us.
For all other disputes	Within 45 days of receiving your complaint.

Step 3

If you are not satisfied with our final response, you can have the dispute managed externally and independently. This External Dispute Resolution (**EDR**) process is available to you at no cost. The EDR scheme is listed below.

Name: Australian Financial Complaints Authority

Member Number: 67450

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

Website: www.afca.org.au

Email: info@afca.org.au

Things you should know

We don't provide legal or financial advice. It is important you understand your legal obligations under the credit contract and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice before you enter into any credit contract.