

Credit Guide

Congratulations on choosing an MFAA member to help you arrange your finance needs! The MFAA (Mortgage and Finance Association of Australia) is Australia's peak industry body for the mortgage and finance industry. Its members work hard to provide the best possible service and ethical standards to Australians seeking finance.

This document provides information about the loans (and leases) provided by Westside Finance Group Pty Ltd.

We are licensed to provide loans and leases under the National Consumer Credit Protection Act 2009 ("NCCP Act"). The NCCP Act regulates the activity of lending, leasing, and finance broking.

KEY INFORMATION

Our full name	WESTSIDE FINANCE GROUP PTY LTD
Address	PO BOX 251, WEST PERTH WA 6872
Phone and e-mail	(08) 9322 6815 info@westsidefinance.com.au
Australian Credit Licence Number	3 7 7 7 7 2
Credit Representative Number	4 8 6 7 0 0
Internal Complaints Officer contact details	JANA MACDOUGALL PH: (08) 9322 6815 EMAIL: jana@westsidefinance.com.au PO BOX 251 WEST PERTH WA 6872
External Dispute Resolution Scheme contact details	AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA) FREE CALL: 1800 931 678 EMAIL: info@afca.org.au WEBSITE: http://www.afca.org.au MAIL: AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY GPO BOX 3, MELBOURNE VIC 3001

We will need information from you

Under the NCCP Act, we are obliged to ensure that any loan, lease, or principal increase to a loan we arrange for you is not unsuitable for you. To decide this, 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;
- 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 only pay with substantial hardship;
- 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 us is accurate.

If you ask within 7 years of the date of the loan contract, lease contract, or principal increase, we must provide you with a copy of our credit assessment of your application. We are only required to give you a copy of the credit assessment if a loan or lease contract is entered or the credit limit is increased.

LENDERS AND PRODUCTS

We aim to provide you with information from a range of lenders, their products and loan facilities. We will recommend products/loans to you and once you have chosen a product and lender that meets your requirements, we will assist you through the application process and securing a loan.

We have access to a large number of lender and their products. However, the list below provides you with the six most commonly used Lenders by Westside Finance Group Pty Ltd.

Lenders/Banks	Average Annual Percentage %
Commonwealth Bank	40
ANZ Bank	15
Resimac	30
Macquarie Bank	15

The following is a list of all Lenders with which Westside Finance Group Pty Ltd has accreditation:

Residential Lender	Lenders accredited for
Adelaide Bank	<input checked="" type="checkbox"/>
AMP	<input type="checkbox"/>
ANZ	<input checked="" type="checkbox"/>
Australian First Mortgage	<input checked="" type="checkbox"/>
Auswide Bank	<input type="checkbox"/>
Bank First	<input type="checkbox"/>
Bank of Melbourne	<input type="checkbox"/>
Bank of Queensland	<input checked="" type="checkbox"/>
Bank SA	<input checked="" type="checkbox"/>
BankWest	<input checked="" type="checkbox"/>
Beyond Bank	<input checked="" type="checkbox"/>
Bluestone	<input checked="" type="checkbox"/>
CBA - Colonial	<input checked="" type="checkbox"/>
Citibank	<input checked="" type="checkbox"/>
FASTLend	<input type="checkbox"/>
Firefighters Mutual Bank	<input type="checkbox"/>
FirstMac	<input checked="" type="checkbox"/>
Health Professionals Bank	<input type="checkbox"/>
Heritage	<input type="checkbox"/>
HomeStart Finance	<input type="checkbox"/>
ING	<input checked="" type="checkbox"/>
Keystart	<input type="checkbox"/>
LaTrobe Financial	<input checked="" type="checkbox"/>

Liberty Financial	<input checked="" type="checkbox"/>
Loan Ave	<input type="checkbox"/>
Macquarie Bank	<input checked="" type="checkbox"/>
ME Bank	<input type="checkbox"/>
Mortgage Mart	<input type="checkbox"/>
Mystate	<input type="checkbox"/>
NAB	<input type="checkbox"/>
Pepper Money	<input checked="" type="checkbox"/>
PN Bank	<input checked="" type="checkbox"/>
Resimac	<input checked="" type="checkbox"/>
St George	<input type="checkbox"/>
Suncorp	<input type="checkbox"/>
Teachers Mutual Bank	<input type="checkbox"/>
UniBank	<input type="checkbox"/>
Victorian Mortgage Group	<input type="checkbox"/>
Virgin Money	<input type="checkbox"/>
Westpac	<input checked="" type="checkbox"/>

COMMISSIONS

Loan Contracts such as Home Loans, Investment Property Loans

Upfront commission payable by lenders in relation to home loans and investment property loans is calculated as a percentage of the loan amount and is generally in the range 0.55% and 0.83% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to home loans and investment property loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range 0.17% per annum and 0.28% per annum of the outstanding loan amount.

Personal Loans

Upfront commission payable by lenders in relation to personal loans is calculated as a percentage of the loan amount and is generally in the range 0% and 5% of the loan amount. It is usually paid after settlement of the loan.

Leases

Upfront commission payable by lessors in relation to leases is calculated as a percentage of the lease amount and is generally in the range of 0% and 5% of the lease amount. It is usually paid after settlement of the lease.

Trail commission is generally not payable in relation to leases.

Further details of the commission earned by us will be included in the credit proposal disclosure document we will provide to you at the same time as we provide you with credit assistance.

You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

VOLUME BONUS ARRANGEMENTS

Westside Finance Group Pty Ltd do not receive any volume based benefit for residential home loan products. However, from time to time Westside Finance Group Pty Ltd may receive a benefit, directly by way of cash bonus or additional commissions or indirectly by way of training, professional development days or sponsorship, if we or our Westside Finance Group Pty Ltd write a particular volume of loans offered by lenders for products such as commercial and lease products.

COMMISSIONS PAYABLE BY US

If a third party has introduced you to us or referred you to us, we may pay them a commission or a fee. More detail about those payments will be set out in the credit proposal disclosure document we will give to you before we provide you with credit assistance. We obtain referrals from a range of sources, including real estate agents, accountants, financial planners or other people. Further information about referral commissions, including our reasonable estimate of the amount of any commission payable and how it is calculated is available from us on request and will be included in the credit proposal disclosure we will supply to you when we provide you with our credit assistance.

OTHER DISCLOSURES

Broker Benefits Disclosure

In line with industry reforms, Westside Finance Group Pty Ltd is required to keep a register of benefits received from any lenders or aggregators to the value of \$100 or more which is kept current (over a rolling 12 month period and housed for 3 years). In the interest of transparency and good customer outcomes, an applicant may request a copy of this register to ensure there are no lender conflicts.

Tiered Servicing Disclosures

We have access to service programs available from some residential home loan providers. We access these services based on a number of measures. These programs promote preferential services to a customer and do not entitle us to additional payments or commissions or to preferential customer discounts.

DISPUTE RESOLUTION SCHEME

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 (08) 9322 6815

E-mailing jana@westsidefinance.com.au

Writing to Westside Finance Group Pty Ltd | PO Box 251 | West Perth WA 6872

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 refer the complaint to an ASIC Approved External Dispute Resolution (**EDR**) Scheme. Our external dispute resolution provider is specified above. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. You can obtain further details about our dispute resolution procedures and obtain details of our privacy policy on request.

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.