

CREDIT GUIDE

1. More information on borrowing from us

For general information about borrowing (including loan calculators to help you understand the effect of interest rates and fees and different loan options) go to our website at www.beyondbank.com.au

2. Introduction

Beyond Bank Australia Ltd has an Australian Credit Licence authorising us to provide credit.

This Credit Guide provides you with an understanding of what to expect from us when we provide credit to you. The Guide includes information about some of our obligations under the *National Consumer Credit Protection Act 2009* (Cth) (“National Credit Act”).

You may also receive other documents when we provide services or credit to you.

The terms “we”, “us”, “our” refer to Beyond Bank Australia Ltd ABN 15 087 651 143 AFSL/Australian Credit Licence 237 856. The terms “you”, “your” refer to the person or persons to whom we provide a credit contract.

3. Borrowing money from us

Beyond Bank Australia Ltd provides loans to its customers only.

Under the National Credit Act we are prohibited from providing you with credit under a credit contract if the contract will be unsuitable for you.

Similarly, we are prohibited from increasing the limit of an existing credit contract, if the new limit will be unsuitable for you.

A credit contract or credit limit increase is unsuitable for you if, at the time the contract is entered into or the limit is increased:

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

4. Our obligation to make a credit assessment

Before providing you with credit, we must make an assessment as to whether the contract or increase in limit will be unsuitable for you. In order to make this assessment we must:

- make reasonable inquiries about your requirements and objectives in relation to the credit contract;
- make reasonable inquiries about your financial situation; and

- take reasonable steps to verify your financial situation.

Obtaining this information helps us get a reasonable understanding of your need for credit as well as your ability to comply with your financial obligations under the proposed credit contract. The extent of the inquiries we undertake will depend on the circumstances.

5. Your right to receive a copy of the credit assessment

You have a right to request a copy of the credit assessment we make.

You may request a copy of the credit assessment up to 7 years after the day on which the credit contract is entered or the credit limit is increased.

Note – you are only entitled to receive a copy of your assessment if your loan is approved and settled or your credit limit increased.

You have other rights to access personal information we collect about you under the provisions of the *Privacy Act 1988* (Cth). Please refer to our Privacy Policy which is available on our website or upon request.

6. Dispute Resolution Procedures

Beyond Bank Australia Ltd has an internal dispute resolution process and is also a member of an independent external dispute resolution scheme. The dispute resolution system covers complaints by persons to whom we provide credit.

Our internal system can be accessed by contacting us in the first instance. Contact us using one of the following methods:

- Talk with one of our consultants at one of our branches, or call 13 25 85. A Consultant will try to assist you in the first instance. If they are unable to resolve your issue to your satisfaction, they will forward the complaint on to a Manager.
- Write to us at: Beyond Bank Australia Ltd C/- Customer Experience Support Manager, GPO Box 1430, Adelaide SA 5001.

In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of the complaint, it may be referred for external resolution to the Australian Financial Complaints Authority which can be contacted at:

Phone: 1800 931 678

Website: www.afca.org.au

Mail: GPO Box 3, Melbourne VIC 3001.

The Australian Financial Complaints Authority can then offer conciliation processes or may investigate the dispute and issue a written decision on your case which is binding on us. This service is available at no cost to you.

Our external dispute resolution scheme cannot deal with your dispute unless you have attempted to resolve the problem with us first.

7. Updating this Credit Guide

All details are current as at the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide if there are any material changes adverse to borrowers.

8. Our contact details:

Phone: 13 25 85

Email: contactus@beyondbank.com.au

Website: www.beyondbank.com.au

Mail: GPO Box 1430 Adelaide SA 5001