

# INFOCUS CREDIT GUIDE PART ONE

Infocus Securities Australia Pty Ltd  
ABN 47 097 797 049 AFSL and Australian  
Credit Licence No. 236523.  
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WE ARE REQUIRED BY LAW TO GIVE YOU A CREDIT GUIDE THAT HELPS EDUCATE, PROTECT AND ASSIST YOU TO MAKE AN INFORMED DECISION ABOUT THE SERVICES WE OFFER.

# HOW TO READ THIS CREDIT GUIDE

This is the Credit Guide of Infocus Securities Australia Pty Ltd ABN 47 097 797 049 Australian Credit Licence Number 236523. We are licenced to arrange loans and leases under the National Consumer Credit Protection Act 2009. This Credit Guide has been designed to provide you with all the necessary details to decide whether to use the services we offer. If you are looking for consumer credit products, our role is to help you find a product that suits you. That process involves talking to you to understand your requirements and objectives in seeking credit, as well as understanding your financial position.

**Infocus Credit Guide – Part One should be read in conjunction with Part Two, which will be provided by your Infocus Representative.**

## **Part One – Includes the following:**

- What is Credit Assistance?
- What is a Credit Representative?
- Assistance Process
- Our Aggregator
- Fees and Charges
- What should you do if you are not satisfied with our services?
- Our Associations and Relationships

## **Part Two – Provides your Representative's details including:**

- Representative's Details and Remuneration
- Fees and other costs you may incur

# CREDIT ASSISTANCE PROCESS

## What is Credit Assistance?

We can provide you credit assistance when:

- we assist you to apply for a particular loan or lease;
- we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan); or
- we suggest you remain in your current loan or lease.

## What is a Credit Representative?

A 'credit representative' is a person who has been authorised by a credit licensee to engage in specified credit activities on behalf of the licensee. Our licensee is Infocus Securities Australia, Australian Credit Licence 236523.

## Assistance Process

Our primary obligation, under Law, is to conduct an assessment, to ensure that the credit contract or consumer lease is 'not unsuitable' for you as our client.

**What is 'unsuitable'?** Credit will be unsuitable for you if at the time of the assessment, it is likely that:

- the contract does not meet your requirements and objectives;
- you were unable to meet your payment obligations, either at all or only with substantial hardship; or
- other circumstances prescribed in the regulations apply to the contract.

An example of Financial Hardship may be that the only way you can repay the contract is by selling your primary residence. On that basis it is presumed that the loan will cause financial hardship unless proved otherwise. To avoid these circumstances, we must ask you to provide a significant amount of information before we act. This information provided by you should be as complete, accurate and up to date as possible, as proceeding on incomplete or inaccurate information may be a breach of your legal obligations to the lender.

## How do we deem suitability?

A Preliminary Assessment is a way for us to document our assessment as to whether the loan or lease is not unsuitable for you. 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.

The assessment will be conducted prior to considering the appropriate lending options available to you and will involve collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract. Once completed, this Preliminary Assessment is only valid for 90 days. Prior to the Preliminary Credit Assessment being conducted, we may provide you with Product summaries that highlight various key features and benefits of the product. We may also provide you with Product Comparison documents that allow you to compare the features and benefits of each product and assess the suitability to your requirements.

## Obtaining a Copy of Your Preliminary Assessment

If we provide you with credit assistance, you can ask us for a copy of our Preliminary Assessment any time up to 7 years after we provide you with a credit assistance quote. To request a copy please contact us and we will provide it to you, free of charge:

- within 7 business days after the day we receive your request – provided you make the request within 2 years of the date of our credit assistance quote; or
- otherwise, within 21 business days after the day we receive your request.

## Assistance Process

<b>CONNECT</b>	<ul style="list-style-type: none"><li>• Introduce our services and how we can help you</li><li>• Discuss our Credit Guide</li></ul>
<b>COLLECT</b>	<ul style="list-style-type: none"><li>• With your consent, discuss your current lending needs and review your goals and objectives for the future</li><li>• Gather information relevant to your situation</li></ul>
<b>ANALYSE</b>	<ul style="list-style-type: none"><li>• Review your current lending</li><li>• Understand and analyse your current financial situation</li><li>• Determine what current lending options are available to you and develop a plan to achieve your future goals and objectives</li><li>• Consider the appropriate lending options available to you</li><li>• Prepare Credit Proposal Document</li></ul>
<b>ASSIST</b>	<ul style="list-style-type: none"><li>• Present your Credit Proposal which includes our lending options</li><li>• Discuss and review our proposal</li></ul>
<b>IMPLEMENT</b>	<ul style="list-style-type: none"><li>• Agree on how to proceed and implement the suitable lending options provided</li></ul>
<b>RECONNECT</b>	<ul style="list-style-type: none"><li>• We can review your lending as required or when your circumstances change</li></ul>

## Our Aggregator

We have approval to utilise credit providers and their loan products through the services of our aggregator, 'Australian Finance Group Limited (AFG) ABN 11 066 385 822 Australian Credit Licence 389087'. The aggregator charges us a fee depending on our contract arrangements, consisting of:

- a share of commission that is paid by the particular credit provider
- a membership fee for our business
- a monthly fee for each of our accredited loan writers.

# FEES & CHARGES

## Fees and charges that are payable by you in relation to our credit assistance

- You may be charged a direct fee for the services provided by your Credit Representative
- This fee depends on the complexity of your situation and the work involved
- Any fee payable will be separately disclosed to you in the Credit Quote that our Credit Representative will provide for your signoff before proceeding.

## Referral Fees

- We may pay a referral fee (i.e. commission) for third party referrals
- Referrers may differ for different representatives, some common examples of a referrer would be real estate agents, accountants, financial planners etc.
- This fee will be disclosed in the Credit Proposal Disclosure Document

## Other Fees and Charges

- You may have to pay other fees and charges (such as application fees, valuation costs and other applicable fees) to the lender or other parties
- You should review the particular loan contract documentation for further details of any such fees and charges

## Mortgage and Finance / Leases

### **Home Loans:**

Commissions generally range between 0.00% and 0.66%.

### **Other Loans:**

Initial commissions generally range between 0.33% and 1.485% of the initial loan balance and 0% to 0.55% of the outstanding loan balance each year. For example, if your loan balance was \$100,000 we would receive an upfront payment of between \$330 and \$1,485 and a payment of between \$0 and \$550 per annum. Please note that lenders can change these commission rates at any time.

### **Consumer leases:**

We charge a brokerage fee between 0% and 4% of the lease amount sought. For example, if you were seeking \$10,000 credit, the cost to you would be between \$0 and \$400.

## **How does the Licensee get paid?**

The aggregator receives commission from the lenders and then pays us commission in relation to loan contracts (such as home and investment property loans) for providing credit assistance. An upfront commission is payable by lenders in relation to settled (drawn-down) loans and is calculated as a percentage of the loan amount. It is usually paid after settlement of the loan. Trail commission is payable by lenders in relation to settled (drawn-down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears. The upfront and trail commissions that we are paid by lenders are not payable by you. Details of commission to be received will be included in the Credit Proposal Disclosure document that we will provide you with when credit assistance is provided.

## **How is your Credit Representative paid?**

From time to time, your broker may receive a non-commission benefit by way of training, professional development, entertainment, gift, conference attendance, sponsorship, or entry into a competition run by a lender or my aggregator, at no extra cost to you. The nature of such arrangements are temporary, and the occurrence and amounts are often not readily ascertainable, however if they are apparent as a result of assisting you with credit assistance, this will be disclosed to you. Specific details of your Representative's remuneration can be found in Part Two of this Guide.

## **What should you do if you are not satisfied with our services?**

If you are not happy with your Representative or the services provided to you, we encourage you to:

- If you feel it is appropriate, discuss the issue with your Representative in the first instance;
- If you are unable to resolve the issue, please contact Infocus Professional Standards by either;

**Phone:** (07) 5406 5000

**Mail:** Professional Standards Manager

PO Box 1856 Sunshine Plaza QLD 4558

**Email:** professionalstandards@infocus.com.au

We will aim to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction within 30 calendar days, you have the right to refer the matter to an external dispute resolution scheme. Lodgement of complaints should be directed to Australian Financial Complaints Authority (AFCA), of which Infocus is a member. You can contact AFCA by;

**Phone:** 1800 931 678

**Mail:** Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001

**Website:** www.afca.org.au

**Email:** info@afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

## **Our Associations and Relationships**

Infocus Securities Australia Pty Ltd is a wholly owned subsidiary of Infocus Wealth Management Pty Limited.

We source finance from a panel of lenders. The following lenders are the ten lenders with whom we conduct the most business:

- Commonwealth Bank
- AFG Home Loans
- Macquarie Bank
- Westpac
- Suncorp
- ING
- Resimac
- Australia and New Zealand Banking Group
- Liberty Financial
- St George Bank

Once you have chosen a loan or lease that is suitable for you, we are able to assist you to obtain from a broad range of lenders and lessors through our broker group.

**Infocus' Credit Guide is comprised of two parts and both parts must be read together.**

**The information in this document is considered to be true and correct at the date of publication. Changes to circumstances after the time of publication may impact on the accuracy of the information held.**

**If you have any further questions about the financial services Infocus provides, please contact your Credit Representative.**