

Australian Mutual Bank 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 (the National Credit Act).

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

## Borrowing money from us

Australian Mutual Bank Ltd provides loans to its members only.

Under the National Credit Act we must not enter into a credit contract, a credit card contract or increase a credit limit, if it is unsuitable for you.

A proposed credit contract, credit card contract or increase in credit limit will be unsuitable if, at the time it is entered into, 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 will not meet your requirements or objectives.

The law presumes there will be substantial hardship (unless the contrary is proved) where:

- you could only comply with your financial obligations under the contract by selling your principal place of residence; or
- you could not afford to repay the amount up to the credit limit on a credit card contract within the period determined by the regulator, ASIC (currently 3 years).

## Our obligation to make a credit assessment

Before providing you with credit, we must make a preliminary 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, and
- 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 meet all the repayments, fees, charges and transactions associated with the proposed credit contract. The extent of the inquiries we undertake will depend on the circumstances.

## Your right to receive a copy of the credit assessment

You have the right to request a copy of our assessment of your suitability.

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 or credit limit is 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 request by calling us or on our website [www.australianmutual.bank](http://www.australianmutual.bank).

## What to do if you have a Complaint

Contact our Member Contact Centre.

Australian Mutual Bank 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.

Details of our internal dispute resolution process can be provided on request at any of our Branches or by contacting us.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne Vic 3001

AFCA can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us.

AFCA cannot deal with your dispute unless you have attempted to resolve the problem with us first.

## Potential Benefits to Employees

Our representatives are salaried employees, however they may also receive an incentive payment based on achieving certain sales targets.

## About this Credit Guide and Updates

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.

## More Information on Borrowing From Us

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

## How to Contact Us

Mail: Australian Mutual Bank Ltd

PO Box 881, Haymarket NSW 1240

Branches: See our website for full details

Phone: 13 61 91

Email: [complaints@australianmutual.bank](mailto:complaints@australianmutual.bank)

Website: [www.australianmutual.bank](http://www.australianmutual.bank)