

Credit Guide and Privacy Statement

Thank you for considering doing business with Vancap Pty Ltd and Compass Finance Australia Pty Ltd.

We are a Representative of a licensed provider of credit assistance under the National Consumer Credit Protection Act 2009. This document provides you with information about us, our Broker Group and Licensee with whom you are dealing and our services.

ABOUT US (“we, us, our”)

Credit Representative	Name – Vancap Finance Credit Representative Number – 573415
A representative of:	
Corporate Credit Representative	Compass Finance Australia Pty Ltd ABN 47 658 067 942 Credit Representative Number - 548589
Contact Details	Compass Finance Australia Pty Ltd Mobile: 0411 023 720 Email: mbeavis@compassgroupaus.com.au Vancap Finance Pty Ltd T/as Vancap Finance Mobile: 0401 888 555 Email: jess.goodman@vancap.com.au Address: Suite 1.06, 21 Crombie Avenue, Bundall, QLD, 4217
Licensee	Do Business Australia Pty Ltd ABN 86 623 744 329 Australian Credit Licence Number: 525058
Contact details	Tel: 02 9287 3577 Email: admin@compassgroupaus.com.au

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.

What is assistance?

We give 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;
- we suggest you apply for an increase to an existing loan); or
- we suggest you remain in your current loan or lease.

The assessment we need to do before giving you credit assistance

Before we provide credit assistance to you, we assess whether the loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

- the loan or lease or increase will meet your requirements and objectives; and
- you can meet the proposed repayments.

We won’t be able to give you credit assistance if our assessment shows that:

- you won’t be able to meet the proposed repayments without substantial hardship; or

- the chattel mortgage, personal loan or lease won't meet your requirements or objectives.

Getting a copy of our assessment

If we provide you with credit assistance, you can ask us for a copy of our assessment any time up to 7 years after providing you with a credit assistance quote. To request a copy, please contact us. We will provide you with a copy:

- 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.

Information about the licensee and its credit representatives

We act as a credit representative for Compass Finance Australia Pty Ltd. We are authorised to engage in credit activities, including providing credit assistance on its behalf.

Subject to meeting credit criteria, we can help you obtain loans and leases from a range of lenders and lessors through our Aggregator. Our Broker and Aggregator does not require us to recommend any particular lender, and our Broker Group and Aggregator does not set any quotas or obligations on us relating to recommending any particular lender.

The following are our Top 6 Lenders in the previous financial year:

- Metro Finance Pty Ltd
- Pepper Money Limited
- Banjo Loans Pty Ltd
- Resimac Asset Finance Pty Ltd
- Scotpac Business Finance Pty Ltd
- Dynamoney Pty Ltd

FEES AND CHARGES

Fees payable for the provision of credit assistance

We may charge a fee for providing credit assistance. More detail about those fees will be set out in a quote we will give to you before we provide you with credit assistance.

Other fees and charges

You may have to pay other fees and charges (such as application or inspection fees) to the lender or other parties. You should review the disclosure documents and your loan contract or lease for further details of any such fees and charges.

COMMISSIONS

Commissions we receive from our Aggregator

Our Aggregator acts as our agent to receive commissions from lenders and to pay us commission in relation to loan contracts for which we act as a credit representative and provide credit assistance. The total amount of commission we may receive in relation to your loan or lease may vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you ultimately choose and the amount and timing of the repayments that you make.

Commission payable by lenders in relation to loans or leases is calculated as a percentage of the amount financed. It is usually paid after settlement of the loan or lease.

Type of Commission	
Commission/ Brokerage (Paid shortly after Settlement)	Between 0% – 4% depending on the Finance sought
Volume Bonus (VBI)	Our Aggregator has a Volume Base Incentive arrangement with the Lenders. We may receive additional commission depending on the total volume of business that the Aggregator arranges with the Lender.

	If the relevant Volume targets are met with a Lender, additional commission is paid by our Aggregator to us.
Method of Calculation	Based on Net amount financed plus GST

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, which forms part of the Statement of Credit Assistance document, which we will give to you before we provide you with credit assistance.

We obtain referrals from a range of sources, including accountants, financial planners or other people.

DISPUTES OR COMPLAINTS

What to do if you have a dispute or complain?

We always work hard to build strong and lasting relationships with our valued customers. By listening to your feedback, we cannot only address any immediate concerns you may have but also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well and other times when you may wish to tell us we have not met your expectations.

If for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

Complaints Manager

- Email: admin@compassgroupaus.com.au
- Phone: 02 9287 3577

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within five (5) days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event, we are still investigating your complaint after 45 days we will write to you to explain why and let you know when we expect to have completed our investigation.

When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision.

We are committed to providing our customers with the best possible service. If we have not met our obligations at any time – or you have a complaint about any of our services – please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

Still not satisfied?

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by our *external disputes resolution* scheme, AFCA, an independent party.

The external dispute resolution service provider is the Australian Financial Complaints Authority (AFCA), which can be contacted via:

- Online: www.afca.org.au
- Email: info@afca.org.au
- Phone: 1800 931 678
- Mail: GPO Box 3 Melbourne VIC 3000

Privacy Statement

Collection and use of your information

We will only seek to collect necessary information from you or your representatives to deliver our services to you. We may also use this information for purposes associated with the products you purchase, such as follow-up calls to assist with your use of our products and services.

Disclosure of personal information

We will never unnecessarily exchange your personal or business information with any third party for any reason unless compelled by force of law. Depending on the services we provide to you, we may disclose your information with third parties such as:

1. Lenders
2. Other organisations that may be enquiring about you and we are assisting you with those enquiries
3. Other organisations that assist us such as, lawyers or accountants

Any of the above disclosure circumstances will be discussed with you when providing the service and will never occur without your prior knowledge.

Access and alterations to your personal information

You can gain access to your personal or company information or advise alterations to that information by contacting our office

Phone: 02 9287 3577
Email: admin@compassgroupaus.com.au

Information which is easily accessible will be provided to you free of charge. However, information which is more difficult to access may have a fee associated with the request. You can also contact us for more detailed information on how we collect, handle, and secure your personal information.

Marketing

We or our Aggregator may contact you with information about products that we believe may interest you from time to time. To opt-out of receiving such information, simply let us know by contacting us directly using the office details above.

Security of your personal information

We and our Aggregator take reasonable steps to ensure the security of your personal or company information from unauthorised access, theft or modification.

Feedback on the handling of your personal information

Should you be unsatisfied in the manner in which We or our Aggregator has handled your personal or company information, please contact us (per details listed above). We will take all necessary steps to investigate and address your concerns. If the issue you have raised is not resolved to your satisfaction, you should contact the Federal Privacy Commissioner at:

Office of the Australian Information Commissioner
GPO Box 5218
SYDNEY NSW 2001

You can learn more about the Privacy Act and your rights at www.privacy.gov.au