

## CREDIT GUIDE & QUOTE

This document provides information about:

- Who we are, the services we will provide and the fee we will charge for those services
- Our responsible lending obligations under the National Consumer Credit Protection Act 2009 (Cth) and the National Credit Code
- The fees and commissions that may be received by us for arranging your loan
- What to do if you have a complaint about our services

### Who we are

Rohanna Pty Ltd ACN 008 905 477 (as trustee for The Skippers Unit Trust) trading as John Hughes Group ('our', 'we').

Australian Credit Licence Number: 392426.

Address: 49 Shepperton Road, Victoria Park WA 6100

Phone number: (08) 9415 0000

Our Business Managers (Representatives) are able to assist you in finding a credit provider and arranging a suitable loan to meet your requirements and objectives. This service is known as credit assistance. When providing such credit services, we will be acting as your agent and not as the agent of any credit provider.

### Services

Our credit assistance services in sourcing and arranging a suitable loan include:

- Obtaining further information from, including but not limited to, employers, accountants and credit reporting bodies;
- Investigating suitable loans and providing you with the information about one or more loans that meet your objectives;
- Assessing, verifying and documenting information, ensuring the chosen loan is not unsuitable for you;
- Helping you complete the application, compiling the documents required by the credit provider and submitting the application to the credit provider;
- Liaising with the credit provider during the approval process, providing any further information that may be required and notifying you of the credit provider's decision;
- Assisting with the finalisation of the loan as required.

## **Our quote for providing you with credit assistance**

If you ask us to assist you in finding a credit provider, and arrange a suitable loan to meet your objectives, we have to provide you with a quote.

Our services include determining whether or not the loan contract is one that is not unsuitable for you and then assisting you to complete the documents and submitting your completed loan application to at least one of our preferred credit providers.

We charge a once only origination fee of up to \$2500 for the successful arrangement of your loan. Our origination fee will be included in the loan amount financed by your credit provider.

If your loan application is not approved there will be no fee payable by you.

Unless you sign and date the section below, or otherwise indicate your acceptance of our quote, we will be unable to provide you with credit assistance.

## **Prohibition on suggesting or assisting with unsuitable contracts**

Our general obligations to you:

The National Consumer Credit Protection Act 2009 (Cth) does not permit us to provide credit assistance to a consumer by:

- suggesting that you apply, or assisting you to apply, for a particular credit contract with a particular credit provider; or
- suggesting that you apply, or assisting you to apply, for an increase to the credit limit of a particular credit contract with a particular credit provider,

if the credit contract will be unsuitable for you.

A credit contract will be unsuitable for you, if at the time the credit assistance is provided, 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 does not meet your requirements or objectives.

We are required to make a preliminary assessment of whether the contract is unsuitable for you before we suggest that you apply or assist you to apply for a credit contract (or an increase to your credit limit).

In making this assessment, we will only take into account information that satisfies both of the following requirements:

- the information is about your financial situation, requirements or objectives; and
- at the time the credit assistance is provided:
  - we had reason to believe that the information was true; or
  - we would have had reason to believe that the information was true if we had made reasonable inquiries about you.

To enable us to do this, we will ask about your financial situation and your requirements and objectives in relation to the credit contract. We may request copies of documents such as pay slips and past tax returns. We may also ask you to supply other proof of your ability to repay the loan.

We are required to verify certain financial information. If you do not provide us with full information, we can't properly assist you. For this reason, it is important that you provide us with complete and accurate information.

You can request a copy of our preliminary assessment at any time within 7 years after we provide a credit quote. If you request a copy of your preliminary assessment, we must provide you with a copy at no charge to you.

We must provide the written copy within 7 business days if your request is made within two years of the credit quote or otherwise within 21 business days. We do not need to give you a copy of the

preliminary assessment if your request is made more than 7 years after the date of the credit quote or if credit assistance was not provided to you.

## Preferred Credit Providers

The preferred credit providers from whom we source loans are:

- Liberty Finance • Allied Credit • Pepper Finance
- Sovereign Credit\*
- Volkswagen Financial Services • Latitude Finance

\* Sovereign Credit Pty Ltd and Rohanna Pty Ltd are related bodies corporate within the meaning of the Corporations Act, 2001.

## Commission

### Commission paid by preferred credit providers

We will receive a commission from a preferred credit provider if you enter into a credit contract with that provider. The amount of the commission that we receive in relation to any particular credit contract depends on the preferred credit provider, the amount of the loan and the terms of the loan. The amount of the commission can range from 0% to 9% of the total amount financed.

In addition, we may also receive a volume bonus from a preferred credit provider depending on the total value of loans placed with that preferred credit provider during the month. The amount of this bonus can range anywhere from 0% to 3.25% of the total amount financed and it is paid in arrears.

### Commission paid by us

From the commission and bonuses we receive from the preferred credit providers we may pay:

- our representatives a commission which is in addition to their salary; and
- referral fees or commissions to people or businesses that referred you to us.

You have the right to request an estimate of how much these payments may be and how the commissions or fees are worked out.

## If you have a complaint

If you have a complaint about the service provided to you then please contact our Complaints Officer and tell us about your complaint. We may request that you put your complaint in writing. Once we receive your complaint, we will acknowledge receipt of the complaint, investigate the matter and endeavour to address it as quickly as possible. We aim to resolve your complaint when you first contact us. However, it may take us up to 45 days to provide a final response to your complaint. Please provide all information to:

Complaints Officer  
John Hughes Group  
P.O. Box 273  
Victoria Park WA 6979  
T: (08) 9415 0000 F: (08) 9415 0245

Complaints in relation to your loan including complaints about default notices, hardship applications or postponement of enforcement proceedings should be discussed directly with your credit provider.

We expect that we will be able to completely resolve any issues that you raise. If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may refer your complaint to our external dispute resolution scheme the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA can be contacted at:

GPO Box 3  
Melbourne VIC 3001  
T: 1800 931 678 E: [info@afca.org.au](mailto:info@afca.org.au) W: [www.afca.org.au](http://www.afca.org.au)

# PRIVACY CONSENT FORM

Your privacy is important to us and we comply with the Privacy Act 1988 (Cth) (**Privacy Act**). We collect personal information (which may include sensitive information) and credit information about you only as is necessary for the purpose of assisting you to apply to lenders for credit. Without your information, we may not be able to assist you.

Personal information includes any information from which your identity is apparent. Sensitive information is a kind of personal information and includes information about your racial or ethnic origin, political opinions, memberships in trade or professional associations, political associations or trade unions, religious beliefs or affiliations, philosophical beliefs, sexual preferences, criminal record, health information, genetic information and biometric information. Credit information includes the type and amount of credit provided to you, repayment history information, any default information (including overdue payments), information about your credit worthiness and court information.

## Collection of your personal information as an access seeker

By agreeing to this Privacy Consent:

- You appoint us your agent to act as an 'access seeker' to obtain your credit-related information from a credit reporting body (**CRB**) on your behalf and for the purpose of assisting you with your application for credit.
- You authorise us to disclose any credit-related information we obtain to prospective financiers in connection with your application for credit.
- You confirm that you are authorised to provide the personal details presented and you consent to your personal information being checked with the document issuer or official records holder for the purpose of confirming your identity.

## Use and disclosure

We may hold, use and disclose personal information and credit information that you provide to arrange credit and other services. We may exchange the information with the following types of entities:

- CRBs, including for a credit guarantee purpose
- Persons who provide credit or other products to you, or to whom an application has been made for those products
- Anybody who represents you such as financial consultants, accountants, lawyers, mortgage brokers, persons holding power of attorney, guardians and advisers
- Any industry body, government authority, tribunal, court or otherwise in connection with any complaint regarding our services
- Where we are authorised to do so by law, such as under the *Anti-Money or Laundering and Counter Terrorism Financing Act 2006* (Cth), government and law enforcement agencies or regulators;
- Any person where you have provided us consent
- Any of our associates, related entities or contractors
- Other guarantors or borrowers (if more than one) or borrowers or prospective borrowers of any credit you guarantee or propose to guarantee
- Your referees, such as your employer, to verify information you have provided
- Any person considering acquiring an interest in our business or assets
- Any organisation providing online verification of your identity.

We may disclose your personal information (which may include sensitive or credit information) to overseas entities that provide support functions to us which may include car manufacturers providing warranties. These

are located in China, France, Germany, Japan, Korea, Malaysia and the United States of America. You may obtain more information about these entities by contacting us. Where we do this, we make sure appropriate data handling and security arrangements are in place.

We may use your personal information for the purpose of direct marketing, which you may opt out of at any time.

### **Access, correction and complaints**

You may gain access to the personal information that we hold about you by contacting us. A copy of our privacy policy can be obtained at [www.johnhughes.com.au](http://www.johnhughes.com.au) or by contacting us on (08) 9415 0000. Our privacy policy contains information about how you may access or seek correction of the information we hold about you, how we manage that information and our complaints process.

You agree that we may collect use and disclose your information as specified above.