



Credit Guide Overview

The National Consumer Credit Protection Act 2009-Section 113 states we must provide consumers with a credit guide and quote soon practical after it becomes apparent we are likely to provide credit assistance.

This credit guide and quote contains information on the service we provide, details of our obligations under the NCCP Act 2009 is to ensure credit is not unsuitable for your circumstances, maximum fees and charges payable to us by the consumer, a guide to the commissions we may receive from credit providers and details of fees that may be payable by So Easy Loans to third party referrers.

Also included in this document are details of our Internal Dispute Resolution (IDR) Scheme and our External Dispute Resolution (EDR) Scheme.

Services we provide:

So Easy Loans Provides assistance with obtaining asset and personal finance.

Financiers on our Panel:

So Easy Loans has access to a large panel of Lenders.

The five lenders we use most often are:

- Capital Finance
- Liberty Financial
- Macquarie Leasing
 - Money3
 - GE Money

Our NCCP Obligations is to ensure credit is not "unsuitable"

To help us ascertain that a credit contract is not unsuitable we are required by law to:

- Make reasonable enquiries about your requirements and objectives
- Make reasonable enquires about your current financial situation
- Take reasonable steps to verify the financial information

If at the time of assessment there is evidence suggesting you are unable to afford the repayments of the credit provided, or the credit provided will cause substantial hardship, or the credit provided will not meet your requirements/objectives then the credit will be deemed unsuitable.

Due to the Importance of proving credit is not unsuitable we will require a significant amount of information and the accuracy of this information is equally important.

To ensure a credit contract is not unsuitable we will complete a preliminary assessment

of your requirements and financial position. We must keep this preliminary assessment for 7 years. You may request a copy of the preliminary assessment within 7 years of the assistance being provided. We are only required to provide a copy of this assessment if we give you credit assistance.



Fees may be payable by you to So Easy Loans for the credit assistance we provide, In return for providing credit assistance, So Easy Loans may charge a fee. The maximum fee will be \$990 inclusive of GST. In most cases the fee will be included into the finance amount of your loan. This fee is only payable once per credit contract where So Easy Loans has provided credit assistance.

In the event your credit application is declined, or you do not accept an approval, this fee is not payable. Before you sign any credit contract, the exact amount of this fee will be fully disclosed. Please Contact us for further information relating to how this fee is calculated, and a reasonable estimate of this fee.

In some cases, there may also be a separate charge where a vehicle sighting report needs to be completed by a third party. This will only be applicable for credit contracts where the applicant is purchasing a vehicle from a Private seller where the private seller is not able to have to vehicle sighted by an authorised person. If this occurs, So Easy Loans will obtain consent from you before organising a third party vehicle inspection. A reasonable estimate of this charge is \$120 inclusive of GST. If a vehicle sighting report is complete by a third party, you may be required to pay this charge even if then decide to cancel your application.

So Easy Loans and / or its employees, or directors may receive from a credit provider, where we have provided credit assistance to the applicant. These commissions are not fees payable by you. This commission may be between 0.00% and 15% of the amount financed under a credit contract where So Easy Loans has provided credit assistance. For example, where So Easy Loan has provided credit assistance for a Credit Contract where the amount financed was \$15,000. If So Easy Loans were to receive 2% commission from the financier, it would equate to \$300. So Easy Loans and/ or its employees, or directors, may also receive incentives from the financiers. These incentives may be in the form of volume bonus, conferences, training, marketing allowances or other forms of incentives. These incentives are not ascertainable at this time. For more information relating to how commissions are worked out, and a reasonable estimate of commissions payable, please contact us.

On some occasions you may be referred to us by a third party and we may pay that

third party a fee or commission for referring you to us. Such third parties might include, but are not limited to car (or other asset type) dealerships or sales people, accountants, mortgage brokers and financial advisors. These fees/ commissions are usually small amounts but if a referral fee or commission is payable by us as a result of a credit contract we have assisted with, then we will make this known in our Credit Proposal Disclosure. You may also contact us for a reasonable estimate of the fee/ commission and for details of how the fee/commission is worked out.



What to do if you have a complaint or dispute

At So Easy Loans we pride ourselves on providing exceptional service. However, in the event you have a complaint we have an Internal Dispute Resolution scheme in place to help resolve these matters. You will need to contact our complaints officer, Shane Kennedy with your complaint/dispute.

His contact details are:

- Telephone (08) 8346 3387
- Email shane@soeasyloans.com.au
- By Mail 1/95 South Road Hindmarsh South Australia 5007

You must submit your complaint in writing, or verbally but please be clear when detailing your complaint so that there is no confusion. We aim to resolve all complaints/ disputes as quickly as possible.

If in the event we cannot reach an agreement after going through our Internal Dispute Resolution scheme, you may refer your complaint/ dispute to an ASIC approved External Dispute Resolution scheme. This is a free and independent service provided to help resolve specific complaints.

Ombudsman SA is our External Dispute Resolution service provider. They can be contacted by:

<http://www.ombudsman.sa.gov.au/>

<http://www.fos.org.au/>

Phone 1300 780 808

So Easy Loans does not provide any legal or financial advice. It is very important you

understand the legal obligations associated with a credit contract, and the financial consequence. We recommend obtaining independent legal and financial advice before signing and entering into any credit contract.

If you have any further questions about this document or any of our services please contact us either by Phone one 8346 3387 or by email shane@soeasyloans.com.au