

CREDIT GUIDE (V1 – 16 October 2022)

ABOUT US (“we, us, our”):

Licensee	Sneddon1 Pty Ltd ATF Sneddon1 Family Trust Australian Credit Licence Number (ACL): 521492 Address: 2/24 Evans Street, Maroochydore QLD 4558 Phone: 0432 575 834 Email: mark@foundationmortgages.com.au
Credit Representatives	1. Jason Woon (Woon1 Pty Ltd ATF Woon1 Family Trust) Credit Representative Number (CRN): 529520
Broker Group	Professional Lenders Association Network of Australia Pty Ltd (PLAN) ATF The PLAN Australia Unit Trust ACN: 086 490 833

This document provides you with information relating to our activities and those of our credit representatives. It contains information about various fees and charges that may be payable by you to us, as well as about certain commissions we may receive, or we pay to certain third parties. It also contains information about what you should do if you have a complaint or dispute in connection with our services as a credit representative.

WHAT IS CREDIT 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 (or suggest you apply for an increase to an existing loan or renew a lease); 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 particular loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

- the loan, loan increase, lease or lease renewal 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 loan or lease won't meet your requirements or objectives.

GETTING A COPY OF OUR ASSESSMENT

If we provide you with credit assistance, you will receive a copy of our assessment with every loan application or you can ask us for a copy of our assessment any time up to 7 years after we provide 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 of the licensee. The particulars of our licensee are noted in the table above. We are authorised to engage in credit activities including providing credit assistance and acting as an intermediary on its behalf.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases for you from a broad range of lenders and lessors through our Broker Group.

The following are the Top 6 residential lenders for business written in the previous financial year:

- Resimac
- ANZ - Australia and New Zealand Bank Group Limited
- PLAN Lend
- Liberty Financial
- Firstmac
- Macquarie

The following is a list of all the lenders with which I/we have accreditation:

Residential Lender	Lenders I am accredited for
86400	<input checked="" type="checkbox"/>
Adelaide Bank	<input checked="" type="checkbox"/>
AMP	<input checked="" type="checkbox"/>
ANZ	<input checked="" type="checkbox"/>
Australian Financial (HLCA)	<input checked="" type="checkbox"/>
Auswide Bank	<input type="checkbox"/>
Bank First	<input type="checkbox"/>
Bank of Melbourne	<input type="checkbox"/>
Bank of Queensland	<input checked="" type="checkbox"/>
Bank SA	<input type="checkbox"/>
BankWest	<input checked="" type="checkbox"/>
Better Choice	<input type="checkbox"/>
Beyond Bank	<input checked="" type="checkbox"/>
Bluestone	<input checked="" type="checkbox"/>
CBA – Colonial	<input checked="" type="checkbox"/>
Citibank	<input checked="" type="checkbox"/>
Credit Union SA	<input type="checkbox"/>
Emoney	<input checked="" type="checkbox"/>
Firefighters Mutual Bank	<input checked="" type="checkbox"/>
FirstMac	<input checked="" type="checkbox"/>
Health Professionals Bank	<input checked="" type="checkbox"/>
Heartland	<input type="checkbox"/>
Heritage	<input checked="" type="checkbox"/>
HomeStart Finance	<input type="checkbox"/>
ING	<input checked="" type="checkbox"/>
Keystart	<input type="checkbox"/>
LaTrobe Financial	<input checked="" type="checkbox"/>
Liberty Financial	<input checked="" type="checkbox"/>
Macquarie Bank	<input checked="" type="checkbox"/>
ME Bank	<input checked="" type="checkbox"/>
Mortgage Mart	<input checked="" type="checkbox"/>
MyState	<input checked="" type="checkbox"/>
NAB	<input checked="" type="checkbox"/>
Newcastle Permanent	<input checked="" type="checkbox"/>

People's Choice Credit Union	<input type="checkbox"/>
Pepper Money	<input checked="" type="checkbox"/>
PLANCustom	<input checked="" type="checkbox"/>
PLANExcel	<input checked="" type="checkbox"/>
PLANLend	<input checked="" type="checkbox"/>
PN Bank	<input type="checkbox"/>
Resimac	<input checked="" type="checkbox"/>
St George	<input checked="" type="checkbox"/>
Suncorp	<input checked="" type="checkbox"/>
Teachers Mutual Bank	<input checked="" type="checkbox"/>
UniBank	<input type="checkbox"/>
Victorian Mortgage Group	<input type="checkbox"/>
Virgin Money	<input checked="" type="checkbox"/>
Westpac	<input checked="" type="checkbox"/>

OWNERSHIP

We obtain mortgage aggregation services from the Broker Group. The Broker Group provides services at arm's-length to our business which include IT systems, loan information and lodgement systems, training and development, commission processing, conferences and professional development events, and assistance with regulatory and compliance obligations. In consideration of the services the Broker Group gives us, we pay fees to the Broker Group or the Broker Group retains some of the commission panel lenders pay on loans we arrange. We have access to Broker Group panel of lenders including Broker Group branded products.

Our business is owned and managed independently from the Broker Group and Loan Market.

FEES AND CHARGES

FEES PAYABLE FOR THE PROVISION OF CREDIT ASSISTANCE

We may charge a **Professional Fee** for providing credit assistance, more detail about fees we charge is set out in the **Quote** document at the time of providing credit assistance.

FLIPPED DEAL MANDATE:

Clients may sometimes purchase a property or take an existing property with the purpose of improving its overall value, by way of manufactured growth. Once the growth is realised, the property is sold on for profit. This is known as *Flipping*. Where Foundation Mortgages writes and settles a loan for a *known* flipper deal, a mandate may be charged.

It will be at the discretion of Foundation Mortgages whether the mandate is to be charged upfront or deferred to a later date.

Notes:

1. The mandated fee is charged at a single rate of 0.5% plus GST of settled loan amount. E.g. A \$100,000 settled loan amount would attract a mandate of \$550 for a flipper or non Foundation Mortgages refinance. (Non-Foundation Mortgages refinance applies to non NCCP applications)
2. The deferred mandate period is 2 (two) years from date of settlement.

OTHER FEES AND CHARGES

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

COMMISSIONS

COMMISSIONS WE RECEIVE FROM OUR LICENSEE

The Broker Group receives commissions from lenders and lessors and pays us commission in relation to loan contracts or leases 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.

Loan Contracts such as Home Loans, Investment Property Loans and Personal Loans

Upfront commission payable by lenders in relation to loans is calculated as a percentage of the loan amount and is generally in the range of 0.50% and 1.10% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of 0% per annum and .40% per annum of the outstanding loan amount.

Personal Loans

Upfront commission payable by lenders in relation to personal loans is calculated as a percentage of the loan amount and is generally in the range of 1.98% and 10% of the loan amount. It is usually paid after settlement of the loan.

Trail commission is generally not payable in relation to personal loans.

Leasing Contracts

Upfront commission payable by lenders in relation to a lease is calculated as a percentage of the lease amount and ranges from 0.00% to a maximum of 4%. It is usually paid after settlement of the lease.

Trail commission is generally not payable in relation to leases.

Further details of the commission earned by us will be included in the credit proposal disclosure document we will provide to you at the same time as we provide you with credit assistance. You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

VOLUME BONUS ARRANGEMENTS

We and our Broker Group do not receive any volume-based benefit for residential home loan products. However, from time to time we or the Broker Group may receive a benefit, directly by way of cash bonus or additional commissions or indirectly by way of training, professional development days or sponsorship, if we or the Broker Group write a particular volume of loans offered by lenders for products such as commercial and lease products.

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 may obtain referrals from a range of sources, including real estate agents, accountants, financial planners or other people.

Further information about referral commissions, including our reasonable estimate of the amount of any commission payable and how it is calculated is available from us on request and will be included in the credit proposal disclosure, which forms part of the Statement of Credit Assistance, which we will supply to you when we provide you with our credit assistance.

OTHER DISCLOSURES

BROKER BENEFITS DISCLOSURES

In line with industry reforms, I am required to keep a register of benefits received from any lenders or aggregators to the value of \$100 or more which is kept current (over a rolling 12-month period and housed for 3 years). In the interest of transparency and good customer outcomes, an applicant may request a copy of this register to ensure there are no lender conflicts.

TIERED SERVICING DISCLOSURES

We have access to service programs available from some residential home loan providers. We access these services based on several measures. These programs promote preferential services to a customer and do not entitle us to additional payments or commissions or to preferential customer discounts.

INSURANCE REMUNERATION

Our licensee has appointed our broker group as its agent to receive commissions from Insurers and to pay us commission in relation to each contract of insurance business entered into by the client. This may be as a direct result of the initial referral or for contracts entered into subsequent to the referral. The client's profile will be created such that all insurance policies taken at the point of referral or a later date will be attributed to us who initially referred the client. For example, the client may take out home & contents insurance as a consequence of the initial referral. At some point in the future the client may then take out Motor Vehicle insurance, to which we will also be entitled to any referral fees.

Insurance Contracts

Upfront commission payable by insurers for each contract of insurance business entered into by the client is calculated as a percentage of the premium amount and ranges from 0.00% to a maximum of 45% of the new or renewed premium amount.

DISPUTES OR COMPLAINTS

WHAT TO DO IF YOU HAVE A DISPUTE OR COMPLAINT?

We are committed to providing our customers with the best possible service. If at any time we have not met our obligations – 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.

HOW TO MAKE A COMPLAINT AND THE COMPLAINTS PROCESS?

If you have a complaint, we request you follow these steps:

1. If your complaint is about your loan, in the first instance please contact your lender or credit assistance provider.
2. If your complaint has not been resolved to your satisfaction within 5 business days or if your loan is about the services we give you, please contact the Licensee as listed in the table above.

If you are having difficulties managing your debts, you can seek free assistance from the National Debt Helpline on 1800 007 007 or via the website ndh.org.au.

THIRD PARTY PRODUCTS OR SERVICES

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will deal with your complaint under their complaints resolution process.

If you are not satisfied with the resolution of your complaint by the third party under their complaints resolution process, you are entitled to have your dispute considered by their External Dispute Resolution Scheme. Please contact the third party for further details.

KEEPING YOU INFORMED

We will acknowledge receipt of your complaint within one business day. If unable to resolve the complaint/dispute to your satisfaction within five business days, they will write to you advising the procedures we will follow in investigating and handling your complaint.

Within 30 calendar days from the date you lodged the complaint with us, we will write to you advising you the outcome of the investigation and the reason/s for our decision, or if required, we will inform you if more time is needed to complete the investigation.

STILL NOT SATISFIED?

If you do not think we have resolved your complaint to your satisfaction, you may take the matter – free of charge – to the relevant External Disputes Resolution Scheme (provided it is within the scheme's terms of reference) as detailed below. You may also refer the matter to the relevant External Disputes Resolution Scheme at any time, but if our internal process is still in progress, they may request that our internal processes be complete before considering the matter further.

Our 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 3001