

Credit Guide

1 November 2018

About this Credit Guide

This document is the Credit Guide of Adelaide Bank, a division of Bendigo and Adelaide Bank Limited ABN 11 068 049 178 (Bendigo and Adelaide Bank).

Bendigo and Adelaide Bank is a credit provider and a holder of Australian Credit Licence number 237879.

In this Credit Guide "we", "our" or "us" means Bendigo and Adelaide Bank.

"entering into a contract" means entering into a credit contract or consumer lease, or increasing the credit limit of an existing credit contract or consumer lease.

This Credit Guide has been designed to provide you with key information so you are informed and aware of necessary matters prior to deciding to use the credit services of Bendigo and Adelaide Bank.

This Credit Guide may be provided to you by a Mortgage Broker or a Mortgage Manager or a solicitor acting on our behalf as soon as practicable after it becomes apparent that we are likely to enter into a contract with you.

A Mortgage Manager is a licensee that has an arrangement with us to manage the relationship with you whilst following our procedures. Loan documentation may be branded or co-branded with the name of the Mortgage Manager, however, we are the lender of record.

Contact details

You can contact us at our office:

- Adelaide Bank, GPO Box 1048, Adelaide SA 5001
- Alternatively you can phone us 7 days a week on 1300 652 220
8.00am – 8.00pm weekdays (CST)
9.00am – 4.00pm weekends (CST)
- Or visit www.adelaidebank.com.au

Credit Assessment of your loan application

Before entering into a contract, Bendigo and Adelaide Bank will perform a credit assessment.

This assessment will include making enquiries about:

- your objectives and requirements including the purpose of the credit; and
- your financial situation.

We will also take reasonable steps to verify your financial information.

The purpose of the credit assessment is to ensure, based on the information provided, that the proposed contract, is not unsuitable for you.

The contract is unsuitable to you, if at the time the contract is entered into:

- it is likely that you will not be able to comply with the financial obligations under the contract or you could only comply with substantial hardship; or
- the contract does not meet your objectives and requirements.

The contract will create a substantial hardship if you would only be able to meet the requirements of the contract by selling your principal place of residence.

We cannot enter into a contract which is unsuitable for you. This is a legal requirement for Bendigo and Adelaide Bank.

It is important that the information that you provide for this assessment regarding your financial situation, objectives and requirements is complete and accurate and includes any likely future changes that will impact your ability to repay the contract.

Final Assessment

If your contract is assessed as not unsuitable and you will enter or have already entered into the contract with us, you have a right to ask us for a written copy of the Final Assessment.

The Final Assessment will contain the factual information which we used to assess the contract as not unsuitable including:

- the record of financial information you have given us;
- the information about your objectives and requirements;
- the enquiries we have undertaken to verify your financial situation;
- details of a contract we have offered to you.

You should notify us immediately if the information in the Final Assessment is not correct or has changed.

You can request a copy of the Final Assessment at any time before entering into the contract. If you make such a request, we have to provide you a written copy of the Final Assessment before entering into the contract. We cannot enter into the contract, until we provide you with a copy of the Final Assessment.

You are also able to request a written copy of the Final Assessment at any time up until seven years after the contract was entered into. If you request the Final Assessment within two years of the contract being entered into, the assessment must be supplied to you within seven business days. If you request the Final Assessment beyond two years but less than seven years, the assessment must be supplied to you within 21 business days. There is no charge for the supply of the Final Assessment.

Resolving complaints

We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- (a) speaking to a member of our staff directly;
- (b) telephoning **1300 BENDIGO** (1300 236 344);
- (c) www.bendigobank.com.au/public/contact-us
- (d) secure email – by logging into e-banking
- (e) social media
- (f) telephoning the Customer Feedback Team on 1300 361 911
8:30am – 5:00pm (AEST/AEDT)
Monday to Friday;
Email: feedback@bendigoadelaide.com.au

If you are not satisfied with the response provided you have the option of referring the matter to the Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response.

- i) telephone - 1300 139 572 (+61 3 5485 7919) between 8.30am and 5.00pm (AEST / AEDT) weekdays
- ii) email - customeradvocate@bendigoadelaide.com.au
- iii) post/letter – write to Customer Advocate, PO Box 480, Bendigo, VIC 3552

Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to the appropriate External Dispute Resolution scheme.

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au

Financial Difficulty

We understand there may be times when your personal circumstances change unexpectedly. Perhaps you have lost your job, suffered an illness, been affected by a natural disaster or are experiencing a reduction in your income.

If you are experiencing difficulty in meeting your obligations under your contract, we encourage you to contact our dedicated team as soon as possible.

We will work with you to understand your own unique circumstances, and to identify how we may be able to best assist you.

In most instances a suitable arrangement can be made quickly and efficiently over the phone. Alternatively we may require evidence of financial difficulty and completion of a statement of financial position to assist us in considering your circumstances.

If you would like to apply for assistance, including a request for postponement of enforcement proceedings, please contact our Mortgage Help team:

- Telephone: 1300 650 259 between 8.30am and 5.00pm (CST) Monday to Friday
- Fax: (08) 8300 6958
- Email: mortgagehelp@bendigoadelaide.com.au

If you are not satisfied with the outcome of your request for assistance, you may choose to contact our external dispute resolution provider, the Australian Financial Complaints Authority (refer section titled 'Resolving complaints' for details).