

Credit Guide

Our commitment to responsible lending

We promise to lend responsibly and to try to assist you if you find yourself in financial difficulties.

As part of our promise, we will not enter into a credit contract, or increase a credit limit, if the contract is unsuitable for you. Whether you're at home or abroad.

A proposed credit contract or increase in a credit limit will be unsuitable if, at the time it is entered into, 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 will not meet your requirements or objectives.

The law presumes substantial hardship (unless the contrary is proved) where, looking at the issue at the time the assessment is made, you could only have complied with your financial obligations under the credit contract by selling your principal place of residence.

At your request, we must give you a copy of our assessment that the credit contract or increase in a credit limit that you are applying for, or have applied for, will not be unsuitable.

We will give you the copy of our assessment:

- > if requested before entering into the credit contract or increasing the credit limit - before entering into the credit contract or increasing the credit limit;
- > if requested within 2 years after entering into the credit contract or increasing the credit limit – within 7 business days of our receiving the request;
- > if requested 2 years, but no than more than 7 years, after entering into the credit contract or increasing the credit limit – within 21 business days of our receiving the request.

We will provide the copy of the assessment free of charge.

What should you do if you are in financial difficulty?

If you are ever in financial difficulty please let us know and we will do our best to help, whether or not you have a right to seek a hardship variation or change under consumer credit laws.

What should you do if you have a complaint?

Firstly, please contact us straight away if you:

- › Suspect an error on your accounts, including an account statement, or
- › Experienced any other problem concerning your accounts, facilities or services.

In most cases, your complaint can be resolved just by bringing it to our attention.

Where a complaint cannot be resolved to your satisfaction immediately, you may wish to enter our Internal Dispute Resolution process.

This service is provided at no charge to you. Generally, the process should take no longer than 21 days, in some circumstances, however, it may take up to 45 days.

How to make a complaint

Phone us on **1300 747 747**

Email us at **complaints@quodosbank.com.au**

Write to us at:

**Complaints Resolution
Locked Bag 5020, Mascot NSW 1460**

We will aim to resolve the matter when you first contact us. If we cannot resolve your issue there and then, we will commit taking the following steps:

1. We will acknowledge receipt of your complaint as soon as possible and provide you with a complaint reference number and contact details of the investigating officer.
2. We will investigate your complaint thoroughly and keep you informed of our progress along the way.
3. We may ask you for more information, if we do, please reply promptly to help us finish our investigation more quickly.
4. We will let you know in writing the outcome of our investigation, our findings and the reasons for our findings.

We also have an easy to read guide to our dispute resolution system available to you on request.

External Dispute Resolution

If you are dissatisfied with the outcome of a complaint, and you would like an independent review, we are also a member of an external dispute resolution scheme – the Australian Financial Complaints Authority (AFCA). Direct debit arrangements could be used to pay, for example:

How to contact AFCA:

Phone them on **1800 931 678**

Email them at **info@afca.org.au**

Visit their website **www.afca.org.au**

Write to them at:

**Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001**

1300 747 747 | quodosbank.com.au

