

Credit Guide

Effective date 2 December 2019



Introduction

TPT Wealth has an Australian Credit Licence (ACL) authorising us to provide credit.

This Credit Guide provides you with an understanding of what to expect from us when we provide credit to you. The Guide includes information about some of our obligations under the *National Consumer Credit Protection Act 2009 (the National Credit Act)*.

You may also receive other documents when we provide services or credit to you.

Borrowing money from us

Under the National Credit Act we are prohibited from providing you with credit under a credit contract if the contract will be unsuitable for you.

Similarly, we are prohibited from increasing the limit of an existing credit contract, if the new limit will be unsuitable for you.

A credit contract, or credit limit increase is unsuitable for you if at the time the contract is entered or limit increased it is likely that:

- you will be unable to comply with your financial obligations under the contract, or can only comply with substantial hardship at that time, or
- the contract or increase does not meet your requirements and objectives at that time.

Our obligation to make a credit assessment

Before providing you with credit, we must make a preliminary assessment as to whether the contract or increase in limit will be unsuitable for you. In order to make this assessment we must:

- make reasonable inquiries about your requirements and objectives in relation to the credit contract; and
- make reasonable inquiries about your financial situation; and
- take reasonable steps to verify your financial situation.

Obtaining this information helps us to get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transaction associated with the proposed credit contract.

The extent of the inquiries we undertake will depend on your circumstances.

Please note it is important that the information you provide us for the purpose of making a credit assessment as to the suitability of a credit contract or increase in limit for you is complete and accurate, and includes any future change you are aware of which may affect your ability to repay.

Your right to receive a copy of the credit assessment

You have the right to request a copy of our assessment of your suitability.

You may request a copy of the credit assessment up to seven years after the day on which the credit contract is entered or the credit limit is increased.

If we receive your request:	We will provide your credit assessment to you:
Before the day the credit contract is entered in to by you	As soon as possible
Up to 2 years after the date you entered in to you credit contract	Within 7 business days
Between 2 and 7 years after the date you entered in to you credit contract	Within 21 business days

If we receive your request: We will provide your credit assessment to you:

Note – you are only entitled to receive a copy of your assessment if your loan is approved or credit limit increased.

You have other rights to access personal information we collect about you under the provisions of the *Privacy Act 1988 (Cth)*. Please refer to our Privacy Policy which is available by calling **1300 138 044** or at tptwealth.com.au

More information on borrowing from us

For general information about borrowing go to our website at tptwealth.com.au

Complaints and feedback

We take your feedback seriously and aim to provide simple, easy to use and trustworthy services to our customers. We see your complaint or feedback as an opportunity to not only resolve the matter for you, but as a way to improve the way we do things.

Make a complaint or provide feedback

You can advise us of your complaint or provide feedback by:

- calling us – 1300 138 044 (between 9:00am and 5:00pm Monday to Friday, except on public holidays);
- using the online form at tptwealth.com.au;
- emailing us – info@tptwealth.com.au;
- writing to us (Complaints & Feedback, GPO Box 227, Hobart Tasmania 7001).

Details of your complaint or feedback

So that we can resolve your complaint as quickly as possible, it is important that you provide us with as much information as possible. This includes details such as:

- your customer number and name;
- contact details – preferred contact method; if by phone advise the best times to reach you;
- complaint or feedback information – what is your complaint or feedback about and when did it happen; and
- resolution – how would you like the matter resolved.

Timeframes

We will try our best to resolve the complaint for you on the spot, and in most cases we can. If we can't we will:

- keep you up to date on our investigation and progress;
- work to resolve your complaint within 21 days of receiving it from you;
- let you know if we need more information or more time to investigate; and
- provide you with final resolution within 45 days – if not we will inform you of the reasons for delay.

If we request further information from you to help us resolve your complaint and you do not respond, we may consider the matter resolved. However, if you provide information at a later date we will reopen the complaint and continue to work on a resolution for you.

Other options

If you are not satisfied with our initial response, you can request for your complaint to be reviewed by a Senior Manager.

Senior Manager Review

Phone: 1300 138 044

Email: info@tptwealth.com.au

Post: GPO Box 227, Hobart TAS 7001

TPT Wealth is a member of the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution body that deal with complaints regarding the financial services industry.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Post: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

Updating this Credit Guide

All details are current as at the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide from time to time to keep up-to-date with regulatory and legislative requirements.

How to contact TPT Wealth

TPT Wealth:

Post: GPO Box 227

Hobart TAS 7001

Phone: 1300 138 044

Email: info@tptwealth.com.au

Web: tptwealth.com.au

