

Credit Guide

Effective date 1 October 2021



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 improve the way we do things.

How can I lodge a complaint?

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

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

What should my complaint include?

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 investor or account number or the estate/trust name, your name and details of preferred contact method;
- 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.

What are the options available if I need more help?

Our team can assist you with Translator Interpreter Services (TIS) if you speak limited English, or to use

the National Relay Service if you have difficulties with hearing.

You may wish to contact a financial counsellor for free, independent advice about your situation. The National Debt Helpline website (ndh.org.au) has easy to use, step-by-step guides on how to tackle debts. You can also call the National Debt Helpline on 1800 007 007 to talk to a financial counsellor.

What are the response timeframes?

We will try our best to resolve the complaint for you straight away, and in most cases we can.

If we can't we will:

- Acknowledge that we've received your complaint within 24 hours or one business day;
- Keep you up to date on our investigation and progress;
- Provide you with final resolution within 30 days - if not, we will inform you of the reasons for delay and when we expect to resolve;
- If your complaint relates to credit involving default notices or financial hardship, we will provide you with a final resolution within 21 days;
- If your complaint relates to traditional trustee services, we will provide you with a final resolution within 45 days.

What if my complaint isn't resolved to my satisfaction?

If you're not satisfied with the outcome provided to you, the first step is to request the complaint be escalated to a manager of the department you've been speaking with.

In the event you are not satisfied with the Managers response, you have a few more options as outlined below.

Senior Manager Review

You can request for your complaint to be escalated to a Senior Manager who will review your complaint outcome.

Senior Manager Review

Phone: 1300 138 044

Email: mycomplaint@tptwealth.com.au, addressed to the Senior Manager

Post: Complaints & Feedback Senior Manager Review, GPO Box 227, Hobart Tasmania 7001

Customer Advocate

You can request for your complaint to be escalated to our Customer Advocate. The Customer Advocate while not independent, is impartial and focuses on achieving a fair outcome for our customers. Our Customer Advocate will review your complaint outcome to make sure that your complaint was handled fairly.

Customer Advocate

Phone: 1300 138 044

Email: customeradvocate@tptwealth.com.au

Post: Customer Advocate
GPO Box 227, Hobart Tasmania 7001

Please allow us the opportunity to resolve your complaint through our internal complaint management process, as detailed above, prior to escalating through any other channels.

External Review

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. It is good practice to go via the internal complaint resolution processes, prior to escalating a complaint with AFCA.

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

Privacy Complaints

If your complaint is about how we handle your personal information, you can also contact the Office of the Australian Information Commissioner.

Office of the Australian Information Commissioner (OAIC)

Online: www.oaic.gov.au

Phone: 1300 363 992

Post: OAIC, GPO Box 5218, Sydney NSW 2001

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

