

CREDIT GUIDE

Effective date: 1 October 2022

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 Credit Protection Act 2009 (Cth) (“**National Credit Code**”). In this document, the words “**we**”, “**us**”, “**our**” and “**Police Bank**” refer to Police Bank Ltd ABN 95 087 650 799 AFSL/ Australian Credit Licence No. 240018 and includes our brands Border Bank and Bank of Heritage Isle.

MORE INFORMATION ON BORROWING MONEY FROM US

For general information about borrowing (including loans calculators to help you understand the effect of interest rates and fees and different loan options) go to our website at:

- www.policebank.com.au for Police Bank
- www.borderbank.com.au for Border Bank
- www.heritageisle.com.au for Bank of Heritage Isle.

Postal Address: Police Bank Ltd, 25 Pelican Street, Surry Hills NSW 2010

Ph: 131 728

INTRODUCTION

Police Bank Ltd has Australian Credit Licence No. 240018 authorising us to provide credit.

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

BORROWING MONEY FROM US

We provide loans to our members only.

Under the National Credit Code 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:

- (a) You will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship at that time; or

- (b) The contract or increase does not meet your requirements and objectives at that time.

OUR OBLIGATIONS TO MAKE A CREDIT ASSESSMENT

Before providing you with credit, or increasing a credit limit under an existing credit contract, 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:

- (a) Make reasonable inquiries about your requirements and objectives in relation to the credit contract; and
- (b) Make reasonable inquiries about your financial position; and
- (c) Take reasonable steps to verify your financial position.

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

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

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 7 years after the day on which the credit contract is entered or the credit limit increased.

You have other rights to access personal information we collect about you under the provisions Privacy Act 1988 (Cth). Please refer to our Privacy Policy which is available on our website.

DISPUTE RESOLUTION PROCEDURES

We are committed to providing quality in the products and services we offer to all our members. Your feedback is always valuable to us, as it provides us the opportunity to improve our services.

In the event that we fail to meet your expectations, or you are disappointed with a service or product, we would like the opportunity to rectify your experience with us. We always strive to provide the best service possible. In the event you have had a good experience with us, we would like to hear your feedback.

Whilst we understand the frustration you may feel when a product or service fails to meet your expectations, your cooperation and assistance during the process will assist us in resolving your dispute as fairly and efficiently as we possibly can.

HOW YOU CAN LODGE A COMPLAINT OR FEEDBACK/COMPLIMENT

- Submit a secure message on our website
- Telephone our Contact Centre on 131 728
- Download and mail our form from our website
- Visit a Service Centre

What happens next?

Once we receive your complaint, our staff will attempt to resolve your complaint on the spot.

If we are unable to resolve your complaint on the spot, we will contact you within 24 business hours.

Some complaints may take up to 21-30 days to be resolved. We will do our best to keep you informed of our progress in resolving your complaint.

What if I am not happy with your decision?

We hope that our internal process will provide you with an outcome that satisfies your expectations.

If you're still unhappy with our response, you can lodge a dispute through the Australian Financial Complaints Authority (AFCA).

AFCA are our external dispute resolution provider who provide fair and independent financial services complaint resolution that is free to consumers.

AFCA can be contacted by

The AFCA Scheme can be contacted at: -

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (Free Call)

Mail: Australian Financial Complaints Authority, GPO Box 3 Melbourne, VIC 3001

AFCA cannot deal with your dispute unless you have attempted to resolve the problem with us first.

UPDATING THIS CREDIT GUIDE

All details are current as the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide if there are any material changes adverse to borrowers.