



# **Credit Guide**

**Fixed Rate Personal Loans for Fee Funding**

**15/07/2023**

## Summary

This credit guide gives you important information about SmartFee Personal Pty Ltd (Australian credit license number 392210), and our responsible lending obligations under the National Consumer Credit Protection Act 2009 (Cth) and the National Consumer Credit Protection Regulation 2010 (Cth) (which are referred to collectively as the **Credit Laws** in this document).

The Credit Laws regulates credit provided in Australia to individuals (and certain strata corporations) for personal, domestic or household purposes and for investment in residential property. Where a professional services invoice or other amount that we fund is mainly used for any of these purposes, then the Credit Laws may apply. This credit guide applies if we enter into a credit contract with you that is regulated by the Credit Laws, and where that is the case SmartFee Personal Pty Ltd (Australian credit license number 392210) is the credit provider.

### **We must not enter into an unsuitable contract with you**

We are obliged to make reasonable inquiries to determine that our lending products meet your requirements and objectives, and we are required not to enter into a credit contract with you (or increase the credit limit of your current contract) if it is unsuitable for you. A credit contract will be unsuitable if it does not meet your stated requirements or objectives or if you are unable to meet your financial obligations under the credit contract without suffering substantial hardship.

We are similarly required to satisfy ourselves that any increase to your credit limit under the credit contract is not unsuitable.

Each time we make any determination as to suitability, we will retain a copy of our determination for seven years from the date of credit contract, or the date of any subsequent determination if your credit limit was increased.

## **We will provide you with a copy of our determination if requested**

We are required to provide you with a copy of our determination of suitability if you request a copy.

If your request is made within two years of the credit contract or the date of any subsequent credit limit increase, we will provide you with our determination within seven business days. Otherwise, we will provide it to you within 21 business days. You will not be charged a fee for this request.

## **If you have a dispute regarding the Borrower Agreement**

We will endeavor to resolve any dispute which you may have concerning any of our products internally. If you have any complaints or inquiries, we encourage you to contact us on the following details:

Lauren Byrnes

**Phone:** 1300 723 243

**Email:** [complaints@smartfee.com.au](mailto:complaints@smartfee.com.au)

If we are unable to reach a resolution to your satisfaction, you are then entitled to apply to the Australian Financial Complaints Authority (**AFCA**).

AFCA is an independent statutory body who provides free financial services complaint resolution services for consumers. The contact details for AFCA are as follows:

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678 (free call)



**Address to:** Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001.