

CREDIT GUIDE & PRIVACY INFORMATION

Thank you for considering doing business with ELEV8 LOANS. We are a licensed provider of credit assistance under the National Consumer Credit Protection Act 2009. This document provides you with information about us, our representative with whom you are dealing and the services we provide.

Our business name	Financial Destiny Pty Ltd trading as ELEV8 Loans ABN 20 069 247 150
Our address	5/178 Siganto Dr, Helensvale QLD 4212
Our contact numbers	1300 633 000 0419 825 416
Our email address	todd@elev8loans.com.au
Our Australian Credit Licence number	392748

If you are looking for consumer credit products, our role is to help you find a product that suits you. That process involves talking to you to understand your requirements and objectives in seeking credit, as well as understanding your financial position and circumstances.

Our assistance process

We are required by law to ensure that any credit product with which we assist you can be deemed “not unsuitable” for you. In simple terms, this means that the product fits your needs and that you can afford to meet the financial repayments without undue hardship. To establish this, we need to:

- make enquiries with you as to your needs; and
- make enquiries with you as to your financial position; and
- Collect evidence from you to verify your financial position

Once we have done this, we will then use our twenty five years of lending and broking expertise to find a product in the marketplace that you can afford and that meets your needs.

We provide you with a report – called a Statement of Credit Assistance or Preliminary Assessment – on how we determined that any loan we assisted you with was “not unsuitable” for you. You may request this report up to seven years after we provided you with this assistance.

With what products do we provide assistance and which lenders do we use?

We provide assistance with Home Loans, Investor Loans, Personal Loans, Business Loans and Leasing. The full list of the 47 banks and lenders on our approved lender panel are on Page 5 of this Credit Guide. As a guide in the past 12 months, the six lenders who entered into the most credit contracts with my clients in the 2020/21 financial year were:

Lender	% Of all loans submitted to lender
Adelaide Bank	15%
FASTLend	15%
ING Bank	12.5%
Macquarie Bank	12.5%
St George Bank	12.5%
AMP Bank	12.5%
Other lenders	20%

This is not to say that we will only deal with these lenders, we have 47 banks and lenders on our panel, it is simply that the products these lenders offer have been most suitable to our most recent clients. Your case may be vastly different, and we will look at your needs separately and independently of the above list.

Information on Gifts and Hospitality I receive

In line with industry reforms, I am required to keep a register of benefits received from any lenders or aggregators to the value of \$100 or more which is kept current (over a rolling 12 month period and housed for 3 years). In the interest of transparency and good customer outcomes, an applicant may request a copy of this register to ensure there are no lender conflicts.

Tiered Servicing

We have access to service programs available from some residential home loan providers. We access these services based on a number of measures. These programs promote preferential services to a customer and do not entitle us to additional payments or commissions or to preferential customer discounts.

How do we get paid?

For **Home and Investment Loans** we are paid a commission directly from the lender. The lender may pay us a percentage amount upon settlement of your loan, and the lender may pay us an ongoing percentage amount for the life of your loan {called Trail Commission}. Our broker commission is paid to us by the lenders and ARE NOT paid by you and they DO NOT increase or affect your interest rate. Our commission payments will be fully disclosed to you in the Statement of Credit Assistance {SOCA} document, or Credit Disclosure Document, which are provided to you once you apply for the loan.

For **Personal Loans**, we use Plenti, Latitude Financial, ANZ Bank, Resimac, Macquarie Bank, & Pepper Money. In some cases, the bank may pay us a commission direct, and in other cases we will charge you a service fee which is added to your loan. When applicable, our broker service fee is usually disbursed to us directly at settlement by the bank.

We use the services of a finance *aggregator* to gain access to many different Australian lenders. In return for this service, our aggregator charges us a share of the commission paid to us by lenders. If you are interested and want an estimate of what the aggregator's commission share will be and how it is worked out, please just ask and we will be happy to provide you with this information.

What if you are not happy with our services?

At ELEV8 Loans, we always work hard to build strong and lasting personal relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, but we will also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well and other times when you may wish to tell us we have not met your expectations.

If, for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you (see table on page 1):

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your complaint.

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 5 days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 45 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision.

Taking it further

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by an independent party, Australian Financial Complaints Authority {AFCA}.

You can contact AFCA as follows:

- Telephone: 1800 931 678
- Online complaint form: <https://www.afca.org.au/make-a-complaint/>
- Website: <https://www.afca.org.au/>
- Mail: GPO Box 3, Melbourne VIC 3001
- Fax: 03 9613 6399

Privacy Statement

We need to collect personal information about you to provide you with our broking & related services. This privacy statement tells you how we collect your information, what we use the information for and who we share the information with. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

How information is collected from you

We will collect your information from you directly whenever we can, like from enquiries we make of you when you seek credit assistance from us. We may verify that information from sources referred to in the responses to those enquiries or in this privacy statement.

How information is collected from other sources

Sometimes we will collect information about you from other sources as the Privacy Act 1988 permits. We will do this only if it is reasonably necessary to do so, for example, where:

- We collect information from third parties about a loan or lease in relation to which you seek our services
- We cannot get hold of you, and we rely on public information to update your contact details; or
- We exchange information with your legal or financial advisers or other representatives.

When the law authorises or requires collection of information

Some law may require us to collect personal information about you. For example, we may require your information to verify your identity under Australian Anti-Money Laundering law.

How your information may be used

We may use your information for purposes including:

- giving you credit assistance & information about loan products or services
- considering whether you are eligible for a loan or any related service you requested
- assisting you to prepare an application for a lease or a loan
- administering services we provide, e.g. to answer requests or deal with complaints
- administering payments we receive, or any payments we make, relating to your loan or lease
- identifying you
- telling you about other products or services we make available and that may be of interest to you, unless you tell us not to

- telling you about other suppliers, with whom we have arrangements, that supply goods or services that may be of interest to you
- allowing us to run our business efficiently and perform general administrative tasks
- preventing or investigating any fraud or crime or any suspected fraud or crime
- as required by law, regulation or codes binding us; and
- any purpose to which you have consented.

You can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

What happens if you do not provide information?

If you do not provide your information to us, it may not be possible to:

- assist in finding a loan or lease relevant to your circumstances
- verify your identity or protect against fraud; or
- let you know about products or services that might be suitable for your needs.

Sharing Your Information - General

We may use and share your information with other organisations for any purpose described above.

Sharing with your representatives and referees

We may share your information with:

- your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants, or real estate agents); and
- Your referees, like your employer, to confirm details about you.

Sharing with third parties

We may share your information with third parties in relation to services we provide to you or goods or services in which we reasonably consider you may be interested. Those third parties may include:

- the mortgage aggregator through whom we may submit loan or lease applications to lenders or lessors on the mortgage aggregator's panel
- the Australian Credit Licence holder that authorises us to engage in credit activities
- referrers that referred your business to us
- financial services suppliers with whom we have arrangements
- valuation companies
- lenders, lessors, lender's mortgage insurers and other loan or lease intermediaries
- organisations, like fraud reporting agencies, that may identify, investigate, and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other misconduct
- Government or regulatory bodies as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities
- guarantors and prospective guarantors of your loan or lease
- service providers, agents, and advisers that assist us to conduct our business
- any organisation that wishes to take an interest in our business or assets; and
- Any third party to which you consent to us sharing your information.

Sharing outside of Australia

We are not likely to disclose your information to organisations overseas. However, we may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an Internet connection, it is not always practicable to know in which country your information may be held.

Privacy Policy

You can find out more about how we manage your information by reading our Privacy Policy available by contacting us. Please see our contact details above. [Also, you can read and obtain a copy of that policy at our website address set out above.] Our Privacy Policy sets out how you can ask us to access and seek to correct information we hold about you and how you may complain against us about a privacy issue.

Information about other people

If you give information to us about another person (like your co-applicant) in relation to the services we provide, you will let that other person know that:

- We have collected their information to provide those services or for any other purpose set out in this privacy notice

- We may exchange this information with other organisations set out in this privacy notice
- We handle their personal information in the way set out in our Privacy Policy and this privacy notice and they can:
Access or request a copy of that privacy policy or this privacy notice; or access the information we hold about that other person, by using our contact details above

Full Lender Panel List: The lenders we are currently accredited with, in Alphabetical order:

- 86 400
- Adelaide Bank
- All State
- AMP Bank
- ANZ Bank
- Auswide Bank
- Bank First
- Bank of Melbourne
- Bank SA
- Bankwest
- Better Mortgage Management
- Beyond Bank
- Bluestone Mortgages
- Citibank
- Commonwealth Bank of Australia
- eMoney
- FASTLend {Advantedge}
- Firstmac
- Health Professionals Bank
- Heritage Bank
- ING Bank
- International Acceptance Group
- La Trobe
- Latitude
- Liberty Financial
- Loan Avenue
- Lumi
- Macquarie Bank
- ME Bank
- Mortgage Ezy
- Mortgage Mart
- My State
- National Australia Bank
- OnDeck
- Nodifi
- Paramount
- Pepper Money
- Plenti
- Prospa
- Resimac
- Scottish Pacific
- St George Bank
- Suncorp
- Teachers Mutual Bank
- Victorian Mortgage Group
- Virgin Money
- Westpac