

CREDIT GUIDE

QPF FINANCE GROUP CONTACT DETAILS

Name: QLD Pacific Finance Pty Ltd T/as QPF FINANCE GROUP (ABN: 55 083 028 684)

Address: 10 Cinderella Drive, Springwood, QLD 4127

Australian Credit Licence No: 386913

Telephone: 0732907400 **Fax:** 0732904530 **Email enquiries:** brisbane@qpf.com.au

ABOUT THIS CREDIT GUIDE

In line with our obligations as credit assistance providers under the *National Consumer Credit Protection Act 2009* we have prepared this Credit Guide for our customers. This credit guide contains information about QPF FINANCE GROUP, and provides details about:

- our responsible lending obligations;
- the names of the credit providers/financiers with whom we conduct the most business;
- our fees, charges and any commissions we may receive from credit providers/financiers; and
- our dispute resolution procedures.

For further information about QPF FINANCE GROUP's products and services, please contact us or go to our website: www.qpf.com.au

OVERVIEW OF QPF FINANCE GROUP

QPF FINANCE GROUP is an established Finance Broking Firm that is proud of many years of dedicated, professional service to our customers. Through our network of representatives we have vast experience in providing customers with professional service in the provision of credit finance and other associated credit facilities. We are a full CAFBA member (www.cafba.com.au) and hold direct accreditations with the major banks and finance companies. We have been established since 1977 and are ASIC accredited.

OUR SERVICES

QPF FINANCE GROUP offers its customers a range of financial services including loans and leases not only for commercial but also for personal, domestic and/or household purposes. In order to offer these credit services to consumers, credit assistant providers such as QPF FINANCE GROUP are required to apply for an Australian Credit Licence under the *National Consumer Credit Protection Act 2009*. QPF FINANCE GROUP has successfully obtained this licence.

Due to the size of our business, we are able to offer a choice of products from a large number of lending institutions. However, the six credit providers with whom we conduct the most business when providing credit assistance are: ANZ Bank, Bank of Queensland, Capital Finance, Commonwealth Bank of Australia, Macquarie Leasing and Westpac Banking Corporation.

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10 Cinderella Drive, (P.O. Box 870) Springwood QLD 4127

Ph: (07) 3290 7400

Fax: (07) 3290 4530

Email: [Brisbane@qpf.com.au](mailto:brisbane@qpf.com.au)



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Finance & Insurance Brokers: Established 1977

AUTHORISED CREDIT REPRESENTATIVES

As the Credit Licence Holder, QPF FINANCE GROUP in turn formally appoints credit representatives (ie finance brokers) to provide its customers with financial credit assistance. Your specific credit representatives details are set out in the attached **Schedule 1**. If you have any questions or concerns in relation to any services offered by a QPF FINANCE GROUP credit representative please contact QPF FINANCE GROUP directly.

QPF FINANCE GROUP and its credit representatives undergo training, professional qualifications and competency standards as part of the industry requirements. We are regularly undertaking training and courses to maintain representatives' level of professionalism.

ENSURING THE CREDIT CONTRACT IS SUITABLE FOR YOU

Under the *National Consumer Credit Protection Act 2009*, we must not enter into a credit contract or increase the credit limit of a credit contract with you, if the contract is unsuitable for you at that time.

In order to assess the suitability of a contract we will therefore need to obtain detailed knowledge of your current financial situation, financial objectives and borrowing needs before we can recommend a financial product/package that would meet your requirements. We are also required to make certain enquiries to verify the information. This may include conducting credit searches. It is therefore very important that all the information you provide is complete, up to date and accurate.

After obtaining this information we are required by law to make a preliminary assessment of whether the contract is suitable or not for you. A decision to deem the contract unsuitable will be made if at the time the contract is entered into or the credit limit is increased:

- it is likely that you will be unable to comply with your financial obligations under the contract or could only comply with substantial hardship; or
- the contract does not meet your requirements or objectives.

You may request a written copy of our preliminary assessment made in relation to the application:

- before entering the credit contract or before the credit limit is increased, if you make the request before then;
- within seven business days, if your request is made within two years of entering into the contract or the credit limit increase; and
- otherwise within 21 business days.

We are not however required to provide a copy of the assessment if your request is made more than seven years after entering into the contract or the credit limit increase, or the credit contract is not entered into or the credit limit is not increased.

OUR FEES AND CHARGES

QPF FINANCE GROUP are credit assistance providers, not credit providers/financiers. Our customers therefore only pay us an administrative fee/charge for the financial assistance we provide for sourcing the financial product.

QPF FINANCE GROUP's documentation fee and the Lender fees associated with your credit transaction will be set out in your specific Credit Quote at **Schedule 2**.

COMMISSIONS AND REFERRALS

When you enter into a credit contract, we are likely to receive commission, directly or indirectly from the credit provider (ie financier) in relation to the credit contract for which we have provided credit assistance. We have also entered into volume bonus arrangements with most of the financiers on our panel. Of the credit providers with whom we conduct business, we may either directly or indirectly receive additional commissions depending on the total volume of business that we arrange with each of the credit providers. The volume bonus arrangements are payable by the credit provider to us as the licensee.

If the credit assistance we are offering you relates to a mortgage, then each of the financiers with whom we deal offer QPF FINANCE GROUP an upfront commission referral fee. Some financiers also offer a trail commission for the transaction.

In some instances a commission is paid by QPF FINANCE GROUP to certain authorized third party's for the introduction of credit business or business proposed to be financed by the credit contract or consumer lease.

You may obtain additional information from us about the fees and charges payable by you, the commission or bonus likely to be received by us in relation to your transactions, or an estimate of the amount of commission that may be paid to a referrer of business related to your transaction.

DISPUTE RESOLUTION PROCEDURES

QPF FINANCE GROUP prides itself on offering our customers innovative solutions and the best possible customer service. However, in the event of any concerns, complaints or disputes arising, we are very committed to providing our customers with an efficient, fair and accessible internal complaints handling process. If you have a complaint, please immediately contact us first by using any of the contact details shown on the front of this credit guide.

Wherever possible we will seek to immediately resolve your complaint. If we can't do this, we will advise you in writing within 5 business days of receiving your complaint about the procedures for investigating and handling the complaint.

What details should be included?

Details of your concern or complaint should include the nature of the issue, any relevant documents; employees with whom you may have previously discussed your issue; relevant dates and times.

QPF FINANCE GROUP's Internal Complaints Handling procedure

In line with Australian Standards for Complaints Handling, once you have made a complaint you have the right to:

- Include with the complaint any relevant documentation in support of your complaint;
- Receive prompt acknowledgment of receipt of the complaint and/or prompt resolution;
- Expect the complaint to receive fair and genuine consideration by QPF FINANCE GROUP;
- Have information that you provide treated confidentially unless QPF FINANCE GROUP has reasonable grounds otherwise;
- Have the complaint dealt with in a reasonably prompt manner having regard amongst other things, to the time taken for the receipt and dispatch of mail and the nature and complexity of the complaint;
- Be informed of the outcome and conclusion of the complaint and the reason for the decision.



Your Responsibilities

- Not to make complaints that are frivolous, unnecessary or have been previously dealt with;
- Provide such assistance as QPF FINANCE GROUP may reasonably request for the purpose of assessing and processing your complaint.

Timing of Resolving a Complaint

Most complaints can be dealt with and resolved fairly quickly.

However, despite all reasonable efforts, some complaints can be quite involved and require more information or reference to outside sources. The time taken to resolve the complaint can consequently be much longer. In such instances, we will provide periodic updates on the status of the investigation and then any detailed reasons for any decisions made in relation to the complaint.

Most claims can be dealt with within 21 days. If we can't notify you of a decision within 21 days and we need additional time, we will write to you advising that a further period will be required. If, despite all reasonable attempts by you and QPF FINANCE GROUP, the complaint is not settled within 45 days of receipt (unless a longer period of up to 90 days is justified), QPF FINANCE GROUP will advise you of the reasons for the delay or unresolved status.

External Dispute Resolution Referral

In the event that a complaint still remains unresolved despite these reasonable internal steps being taken by both parties to resolve the matter, the complaint may be referred by either party, to the Australian Financial Complaints Authority (AFCA) which is an ASIC approved external dispute resolution organization. Further details of AFCA's procedure can be obtained from QPF FINANCE GROUP or by contacting them directly using the below contact details.

Website: www.afca.org.au

Phone Number: 1800 931 678

E-Mail: info@afca.org.au

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