

CREDIT GUIDE

About Us

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Planning Partners Pty Ltd is licensed under the National Consumer Credit Protection Act 2009.

Planning Partners authorises the distribution of this Credit Guide. This Credit Guide sets out important information about us, the services we provide, and the person with whom you will be dealing. We are required to provide this Credit Guide to you as soon as practicable after it becomes apparent that we are likely to provide credit assistance to you. We provide “credit assistance” when we:

- Suggest or assist you to apply for a particular credit contract with a particular credit provider; or
- Suggest or assist you to apply for an increase to the credit limit of a particular credit contract with a particular credit provider; or
- Suggest you remain in a particular credit contract with a particular credit provider.

Customer First Charter

Our priority is to you, our customer. We place your finance needs above those of any lender, our company or our aggregator, Connective.

Our duty is to ensure you obtain a loan which is appropriate (in terms of loan amount and structure), affordable, suitable for your needs and requirements and delivered in a responsible manner which provides you with a good outcome.

We will be transparent about products and options and applicable fees and charges. We will communicate in simple to understand language and act with the highest standards of integrity. We are committed to ensuring the product selected will meet your needs and requirements at the time of providing credit assistance.

Preliminary Assessment

What we will need from you

When we provide you with credit assistance, we must only recommend credit products that are not unsuitable for you. To be able to determine which loan products are not unsuitable, we are required to complete a Preliminary Assessment. When we make this preliminary assessment, we determine:

- Your requirements and objectives – that is, what kind of loan do you want, and for what purpose;
- Your financial and relevant personal situation; and
- Your ability to repay the loan that you are considering.

In assessing these factors, you may specify how you would like to give us information. For example, by email, telephone, fax or other means. In all cases we must receive written confirmation. We are also required to take reasonable steps to verify some of the information you provide us.

This verification may include:

- Asking you for copies of documents that demonstrate your financial situation – in some cases we may also need to sight original documents; and
- Contacting third parties to assist in verifying the information that you provide.

We assure you that this information will be held securely. We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is available upon request.

Obtaining a copy of your Preliminary Assessment

If we haven't already provided it to you, you may request a copy of our Preliminary Assessment, and we must give you a copy of it:

- At any time during the first 2 of years of completion of the assessment, within 7 business days; or
- Between 2 years and 7 years after it was conducted we must provide it within 21 business days.

There is no charge for requesting or receiving a copy of the Preliminary Assessment.

How we get paid

We are paid commissions by lenders for introducing customers. The lenders we deal with will usually pay us a commission based on:

- the size of loan; and
- the particular loan product you have selected

We will only be paid this commission if your loan is settled and drawn down. We may also be paid an ongoing commission by your lender based on the outstanding balance of your loan.

The financial benefit that Planning Partners Pty Ltd will receive will be in the form of an upfront payment between 0.55% and 1.10% of the amount borrowed by you and an ongoing payment of between 0.0% and 0.33% per annum of the balance owing by you from time to time. These percentages are GST inclusive.

A complete list of Planning Partners Pty Ltd lending panel and commission payments is provided for you in Schedule A at the end of this document.

A share of any commission earned by Planning Partners may be passed on to a third party who has introduced a client to us for assistance in financial borrowings. This payment to a "Referrer" is at the sole discretion of Planning Partners and will be disclosed where relevant.

The commissions that we are paid by your lender are not payable by you – they are paid to us either directly by the lender, or paid to us by our Aggregator.

If you would like a detailed estimate of how much commission we would be paid by a particular lender for a particular product, we will provide this for you. We will also provide you with a detailed explanation of how this commission is calculated.

From time to time, I may receive a non-commission benefit by way of training, professional development, entertainment, gift, conference attendance, sponsorship, or entry into a competition run by a lender or my aggregator, at no extra cost to you. The nature of such arrangements are temporary, and the occurrence and amounts are often not readily ascertainable, however if they are apparent as a result of assisting you with credit assistance, this will be disclosed to you.

Fees and charges that are payable by you in relation to our credit assistance

We do not charge a fee for our services, as we are remunerated by the lender, if your loan application is approved and settled.

You may have to pay other fees and charges (such as application fees, valuation costs and other applicable fees) to the lender or other parties. You should review the particular loan contract documentation for further details of any such fees and charges.

Our Top 6 credit providers

We source credit products from a range of banks, lenders and other credit providers. The top 6 panel lenders are;

Top 6 Lenders	% of Total Settlements
ANZ Bank	29.8 %
Bank of Melbourne	28.3 %

Connective Home Loans – Essentials by Advantedge	27.9 %
Macquarie Bank	5.5 %
NAB	3.6 %
Westpac	2.6 %

The full list of panel lenders that we can access finance from are attached within “Schedule A” at the end of this document.

Available Products

Variable Rate Loans	Fixed Rate Loans	Interest Only Loans
Split Loans	Lines of Credit	Bridging Finance

Other people we deal with

Our Aggregator

In many cases, we gain access to the loan products we recommend to you through the services of our Aggregator. In order to gain access to their panel lenders, our aggregator charges us a fee. This fee may be made up of several different components, including:

- A share of the commission that is paid by a lender as set out above
- A membership fee for our business
- A monthly fee for each of our accredited loan writers

If you would like us to provide an estimate of the share of the lender commission that may be retained by our aggregator, and how it is worked out, we will be pleased to provide this to you.

Macquarie Bank Limited has a minority, non-controlling interest in Connective Broker Services Pty. Ltd. Commissions paid by Connective’s lender panel are transparent and do not influence the broker or consumer choice. Connective is committed to quality consumer outcomes in all circumstances.

Referrers and Referral fees

In some cases, your business may have been referred to us by non-regulated third parties such as real estate agents, accountants, financial planners etc. Where this is the case, we *may* pay a referral fee to these parties. If we do pay a fee to these parties, then

- They should already have told you about this; and
- We will disclose the actual fee in our final documentation.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration and soft dollar benefits received by the Licensee and/or representative.

Planning Partners may from time to time receive a benefit from preferred lenders by way of sponsorship of educational seminars, conferences or training days. Details of benefits above \$100 will be maintained on an entertainment and hospitality register which can be provided on request.

Alternatively, if you want to know, you can ask us about the fees and we will tell you how much was paid and how it was worked out.

Dispute resolution and complaints

Whilst we always strive to provide the best possible service, we understand that there may be times where you are not satisfied. If this occurs, and you wish us to do something about it, we have a formal process in place to address your concerns.

Internal Dispute Resolution

If you do have a complaint, please contact the Complaints Office using the details at the start of this document. If you choose to contact us by email, please make sure you include as much information as you can.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing. When we receive a complaint, we will attempt to resolve it promptly.

External Dispute Resolution

If you are not satisfied with how we have handled your complaint, you may make a formal complaint to our External Dispute Resolution Scheme Provider. The details of our EDR Scheme membership are set out at the start of this Credit Guide

Things you should know

We don't make any promises about the value of any property you finance with us or its future prospects. You should always rely on your own enquiries.

We don't provide legal advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal advice before you enter any loan contract. Planning Partners does however provide financial advice and recommends you speak to one of our advisers.

Privacy Statement

We are committed to protecting the privacy of your personal information. Our Privacy Policy governs how we collect, handle, use and disclose your personal information. It also deals with how you can access the personal information we hold about you, ask us the correct it, or make a privacy related complaint.

This policy explains how we respect your right to privacy in accordance with the Australian Privacy Principles contained in the Privacy Act (Cth).

What information do we collect and how do we use it?

We will collect personal information when we do business with you. This may include a broad range of information from your name, address and contact details to other information about your qualifications, employment history and financial information.

If you choose not to supply any of the information we request, our ability to assist you may be limited.

We will use your personal information:

- To conduct our business
- To manage our business relationships with you and with other, including Credit Providers
- To complete a transaction on your behalf
- To provide you with information about our products and services

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications.

You can unsubscribe 'opt-out' by notifying us and we will no longer send information to you.

How do we hold and protect your information?

We strive to maintain the relevance, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you on our secure database. In some cases, your file is archived and sent to an external data storage provider for a period of time. We only use storage providers who are also regulated by the Privacy Act.

We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or exposure. Access to your information is restricted to those employees whose job requires that information. Access to our premises and computer systems is restricted through locks, password protection, internet firewalls and routers.

We will take reasonable steps to destroy or de-identify your personal information when your personal information is no longer required for our business functions.

Will we disclose the information we collect to anyone?

We do not sell, trade or rent client lists or personal information to any third party. We will disclose personal information about you to our credit providers and agents where it relates to our credit assistance.

In all cases we will only disclose the information that is strictly required, and take all reasonable steps to ensure that your personal information is handled in accordance with the Australian Privacy Principles. These third parties are strictly prohibited from using your personal information for any purpose other than in the pursuit of business related to our credit assistance.

Otherwise, we will not disclose personal information unless you consent, we are required to do so by law or under some unusual other circumstance which the Privacy Act permits.

How can you access, update or correct the information we are holding?

You have the right to access your information. If you believe that we are holding inaccurate, incomplete, irrelevant or out of date data about you, you may ask us to correct it. You can make a request to access to or correction of your personal information by contacting us anytime.

In some limited circumstances we may need to refuse access to your information or refuse a request for correction. If this is the case, we will advise you as soon as possible after your request and provide you with our reasons for the refusal.

What happens if you are not happy with how your information is handled?

If you have concerns about whether we have complied with the Privacy Act or this Privacy Policy and would like to make a complaint please contact us. Your complaint will be considered through our internal complaints resolution process and we will try to respond with a decision as soon as possible.

Your consent

By asking us to assist, you consent to the collection and use of the information you have provided to us for the purposes described above.

For more information on your privacy rights please visit www.privacy.gov.au

Questions?

If you have any questions about this credit guide or anything else about our services, just ask at any time. We're here to help you.

SCHEDULE "A"

Panel Lenders:

"Up front commission" is commission paid shortly after settlement of the loan, being a percentage of the whole or part of the amount you borrow.

"Trailing commission" is commission calculated on the outstanding loan balance paid regularly in arrears (i.e. monthly, quarterly etc).

The following commissions include GST

<u>Lender</u>	<u>Upfront Fee</u>	<u>Trailer Commission</u>
ANZ	0.6875% if LVR >80.0% 0.715% if LVR ≤ 80.0%	Years 1 – 3: 0.165% Year 4 Onwards: 0.22%
Bankwest	0.77%	Years 1 – 3: 0.165% Year 4 Onwards: 0.22%
Bank of Melbourne	0.715%	Year 1 Onwards: 0.165%
Commonwealth Bank	0.55%	Years 1 – 3: 0.165% Year 4 Onwards: 0.22%
Connective Home Loans – Essentials by Advantedge	0.77%	Year 1 Onwards: 0.165%
Connective Home Loans- Solutions by Pepper	Prime 0.77% Near Prime & Specialist 0.66%	Prime, Year 1 onwards: 0.165% Near Prime & Specialist Year 1 onwards: 0.22%
ING Direct	0.55% if LVR > 80.0% 0.66 if LVR > 60.0% and ≤ 80.0% 0.77% if LVR ≤ 60.0%	Years 1 – 3: 0.165% Year 4 Onwards: 0.22%
La Trobe Financial	0.55%	Year 1 Onwards: 0.275%
Liberty Financial Pty Ltd	0.66% to 1.10%	Year 1 Onwards: 0.22%
Macquarie	0.715%	Years 1 – 3: 0.165% Year 4 Onwards: 0.22%
NAB	0.715%	Years 1 - 2: 0.165% Year 3: 0.22% Year 4: 0.275% Year 5 Onwards: 0.33%
Suncorp Bank	0.715%	Year 1-3 0.165% Year 4 onwards 0.275%
Westpac	0.715%	Year 1 Onwards: 0.165%