## Hello.

# Talking to someone who gets it really makes a difference.

#### **Angelo Patsilivas,** Adviser & Broker

0488 060 568 | angelo@sawealthgroup.com.au 145 South Terrace, Adelaide SA 5000, Australia Authorised Credit Representative Number: 541105

# Our promises. Three things you can expect from us.

### 646

#### FIND THE RIGHT DEAL FOR YOU

- We'll compare a huge panel of banks and lenders
- No fees\* for you, I'm paid by the lender you choose
- The power to negotiate discounts



#### **SAVE YOU TIME**

- We'll scour the market for you
- Expert research to find you the right loan
- Do all the legwork for your application



#### **KEEP IT SIMPLE**

- No jargon! Everything explained simply
- I work for you, not the banks or shareholders

# You're in good hands.

### WE WORK IN YOUR BEST INTERESTS



A bank works for their bottom line, we work for you

#### WE'RE NOT A BANK, NOR ARE WE OWNED BY ONE



Proudly 100% family owned, and operated

### A PROVEN TRACK RECORD



6 out of 10 Aussies choose a broker over a banker to help with their loans.

According to the Mortgage & Finance Association of Australia [MFAA] 2021 annual report.

**#BROKERSWORKFORYOU** 

# A huge panel of banks & lenders in one place.



## How we will work together.



#### **DISCOVERY**

Jump online and answer questions about what you're trying to do, vour income, assets and other financial information.

#### THE MEETING

We'll talk about goals, present some options and an early recommendation

#### **IN-DEPTH RESEARCH**

We'll scour the market and ensure our recommendation is the most competitive solution for you, and best fits your needs.

#### RECOMMENDATION PRESENTATION

You'll be presented with a personalised recommendation plan.

#### LODGE YOUR APPLICATION AND PREPARE FOR SIGNING

We'll work with the lender you choose to package, sign and lodge your documents - and do the legwork to get you approved.

#### **APPROVAL MOMENT**

We'll let you know that everything has gone smoothly with your loan application.

#### SETTLEMENT DAY

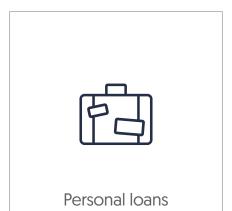
This is the moment when the lender releases the money to you. We'll be there for you during the settlement process to let you know everything has gone through.

#### TOGETHER FOR THE LONG HAUL

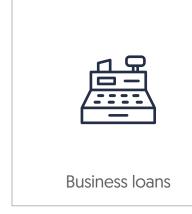
This is just the beginning of our partnership. It's my ambition to help your financial future thrive. I'll be in regular contact with you to check in on your situation and make sure your loan continues to work hard for you, your changing situation and goals.

# All the services you need under one roof.







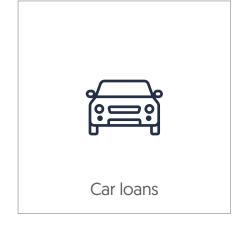












### The Credit Guide.

Who we are The banks and lender we work with Our obligations to you How we get paid What we do with the information you provide us How we keep your information safe Who to speak to if you're unhappy



### **Credit Guide.**

This credit guide provides you with the key information you need to know to make an informed and confident choice when engaging our services. We are licensed to arrange loans and leases under the National Consumer Credit Protection Act 2009 (NCCP Act). The NCCP Act regulates the activity of lending, leasing, and finance broking.

**Key Information** 

Our full name

BUYERS CHOICE LICENCING PTY LTD ACN 626 172 281

Address Suite 1, 1 International Court, SCORESBY VIC 3179

**Phone** 1800 888 876

**Email** bcl@buyerschoice.com.au

Australian Credit Licence Number 509484

Internal Complaints Officer Compliance Manager

Contact Details Suite 1, 1 International Court, SCORESBY VIC 3179

Email: bcl@buyerschoice.com.au

Telephone: 1800 888 876

**External Dispute Resolution**Australian Financial Complaints Authority

Scheme Online: <a href="www.afca.org.au">www.afca.org.au</a>
Contact Details Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a>

Telephone: 1800 931 678 (free call) Mail: GPO Box 3, Melbourne Vic 3001

#### Services we provide

We will help you choose a loan or lease which we believe is in your best interests. We will provide you with information on a broad range of lenders and make a recommendation based upon what you tell us is most important to you. Once you have chosen a loan or lease that is suitable for you, we will help you obtain an approval. We source finance from a panel of financiers. Our current panel comprises the financiers listed below:

#### Residential

Australian Military Bank Better Choice Home Loans Firefighters Mutual Bank Health Professionals Bank Heartland Seniors Finance National Australia Bank

Newcastle Permanent Building Society (NPBS) People's Choice Credit Union Victorian Mortgage Group

People's Choice Credit Unior Victorian Mortgage Group Virgin Money Australia Adelaide Bank ANZ Australia Australian Financial Auswide Bank Bank First Bank of Melbourne Bank of Queensland Bank of Us

Bank SA BankWest Beyond Bank Bluestone Bridgit Buyers Choice Commonwealth Bank Credit Union SA FirstMac Go Beyond Go Edge

Go Edge Go Flexi Granite Homeloans Heritage Bank HomeStart ING
Judo Bank
Keystart Home Loans
La Trobe Financial
Liberty
Macquarie
ME Bank
Mortgage Mart
MyState
Oak Capital
P&N Bank

Pepper Money Resimac St George Suncorp Teachers Mutual Bank uBank UniBank Wave Money Westpac

#### Commercial

Adelaide Bank Commercial Arch Finance Commercial Bank of Melbourne Commercial Bank of Queensland Commercial Commonwealth Commercial Oak Capital Commercial Pepper Money Commercial Scottish Pacific Commercial Suncorp Commercial/Business ANZ Commercial AssetLine Bank SA Commercial

Go Beyond Commercial Go Flexi Commercial IMB Commercial ING Commercial Judo Bank Commercial La Trobe Commercial Liberty Commercial Macquarie Commercial Medfin Finance NAB Commercial Prime Capital St George Commercial Westpac Commercial

#### Asset Finance & Personal Loans

AMP Australia

Alex Bank

Judo Bank Asset Finance Latitude Personal Loan Liberty Motor Finance Pepper Money Personal Loans Resimac Asset Finance Scottish Pacific Asset Finance Westpac Equipment Finance Affordable Car Loans Angle Finance ANZ Asset Finance Azora Banjo Capital Finance CBA Asset Finance Early Pay Finance One

FlexiCommercial
Grow
Latitude Motor
Loans Today
Macquarie Leasing
Medfin Asset Finance
Metro Finance

MoneyPlace Morris NAB Asset Finance NOW Finance Pepper Asset Finance Plenti Plenti Auto Finance Shift Society One WISR (PL) WISR (AF) This section provides details of the 6 most frequently used lenders by the licensee over the last financial year. This is not intended to be a comprehensive list, as there are other lenders on the current panel that may be utilised

Lending Institutions and Financiers	% of loan settled for the previous financial year
1. Commonwealth Bank	12.34%
2. National Australia Bank	11.04%
3. Westpac	10.74%
4. ANZ Australia	10.08%
5. Macquarie	6.63%
6. BankWest	6.19%

The information above is generated based on a full financial year, so in some circumstances a full year's data may not be available. In these instances, the field will be blank or there will be limited information, however you can request further details from your broker.

#### Our responsible lending obligations

Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we make and any lease we enter with you is suitable to your needs and objectives. To decide this, we will need to ask you some questions in order to assess whether the loan or lease meets these requirements. The law requires us to:

- Make reasonable enquiries about your requirements and objectives
- Make reasonable enquiries about your financial situation
- Take reasonable steps to verify that financial situation
- In order for us to discharge our obligation in assessing your application for credit assistance, it is important that we have all available, accurate, current and relevant information.
- If you are unable for whatever reason to provide the information required to assess your personal and financial circumstances we may not be in a position to make a recommendation to you.

Credit will be unsuitable if at the time of the assessment, it is likely that at the time the credit is provided:

- You could not pay or only pay with substantial hardship
- The credit will not meet your requirements and objectives

For example, if you can only repay by selling your principal place of residence, it is presumed that the loan will cause substantial hardship unless the contrary is proved. For this reason, we must ask you to provide a significant amount of information. It is therefore very important that the information you provide us is accurate.

We must provide you with a copy of our preliminary credit assessment of your application if you ask within 7 years of when we assist you. We are only required to give you a copy of the credit assessment if we give you credit assistance.

If we arrange a loan for you to purchase or refinance real estate, remember you must make your own enquiries about the value of the real estate and its potential for future growth. Although we may obtain a valuation, that is for our own use and you should not rely on it.

#### Acting in your Best Interests Best Interests Duty

When providing credit assistance, we are obliged to act in your best interests [Best Interests Duty]. This means that any products we recommend to you must be in your best interests, and the reasons for these recommendations will be documented, recorded, and explained and provided to you. In order to ensure your best interests have been met, we will assess what product[s] and what credit assistance will be in your best interests.

This recommendation will include information about why this is in your best interests and how it is aligned to your needs and objectives.

In the case of actual, potential, or perceived conflicts of interest, we will disclose these to you and prioritise your interests ahead of our own in all circumstances. This includes giving priority to your interests in situations where we know, or ought to reasonably know there is a conflict between the interests of you and the interest of ourselves or a third party.

#### Fees payable by you

As the licensee, we do not charge you for our services as we are paid commission by the financier. However, our credit representative may charge a fee and you may need to pay the financier's application fee, valuation fees, and other fees. We will communicate any fees when providing you with credit assistance.

#### Commissions received by us

We may receive commissions from the lenders and lessors who provide finance for our customers. These are not fees payable by you. The percentage of the commission varies, however generally ranges between 0.60% and 0.75%. We will provide you with full details on the nature and amount of these commissions and you can obtain additional information about this by asking us.

#### Commissions payable by us

We source referrals from a broad range of sources. For example, we may pay fees to call centre companies, real estate agents, accountants, or lawyers for referring you to us. These referral fees accord with usual business practice and not payable by you. We will disclose the nature and amount of these and you can obtain additional information about these commissions by asking us.

#### Our internal dispute resolution scheme

We hope you are delighted with our services, but if you have any complaints you should first notify your credit assistance provider. If the complaint can't be resolved then please contact our Internal Complaints Officer using the details in the Key Information section above.

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. In cases where your complaint will take longer than 30 days to resolve, we will notify you in writing.

#### Our external dispute resolution scheme

If we do not reach an agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution [EDR] Scheme. Our external dispute resolution provider is specified above. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. You can obtain further details about our dispute resolution procedures and obtain details of our privacy policy on request.

#### 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 or financial 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.

#### Our credit representatives

We have appointed a number of credit representatives to provide services. Details of the credit representative you are dealing with are set out below.

Credit Rep	oresentative's Full Name	Angelo Patsilivas	
Address	145 South Terrac	e, Adelaide SA 5000, Australi	3
Phone	0882685160		
Credit Rep	presentative Number	541105	

This section provides details of the 6 most frequently used lenders by your credit representative over the last financial year. This is not intended to be a comprehensive list, as there are other lenders on the current panel that may be utilised (refer section below)

Top 6 Lenders - Your Authorised Credit Representative:

% of loan settled for the previous financial year
57.14%
28.57%
14.29%
%
%
%

The number of lenders used in the last financial year is 3\*.

The information above is generated based on a full financial year, so in some circumstances a full year's data may not be available. In these instances, the field will be blank or there will be limited information, however you can request further details from your broker.

#### The Buyers Choice Licensing Pty Ltd lenders I am accredited with.

Adelaide Bank		Bank SA		Go Flexi Commercial	0	ME Bank	0	Prospa	<b>~</b>
Adelaide Bank		Bank SA Commercial	$\circ$	Granite Homeloans		Medfin Asset Finance	0	Resimac	
Commercial		BankWest		Grow		Medfin Finance	0	Resimac Asset	
Affordable Car Loans	3	Better Choice Home		Health Professionals		Metro Finance	0	Finance	
(AF)		Loans	0	Bank		MoneyPlace	0	Scottish Pacific Asse	et
Affordable Car Loans	6	Beyond Bank	0	Heartland Seniors		Morris	0	Finance	
(SBL)		Bluestone		Finance	0	Mortgage Mart		Scottish Pacific	
Alex Bank		Bridgit		Heritage Bank		Moula (PL)		Commercial	
Allianz		Buyers Choice	$\circ$	HomeStart		MyState	0	Shift (SBL)	
AMP Australia		Capital Finance		IMB Commercial	0	NAB Asset Finance	0	Shift (AF)	
Angle Finance		CBA Asset Finance		ING		NAB Commercial	0	Society One	
ANZ Asset Finance		Comminsure		ING Commercial		National Australia		St George	
ANZ Australia		Commonwealth Bank	⟨ 🗸	Judo Bank	0	Bank		St George	
ANZ Commercial		Commonwealth		Judo Bank Asset		Newcastle		Commercial	
Arch Finance		Commercial		Finance		Permanent Building		Suncorp	
Commercial		Credit Union SA		Judo Bank		Society (NPBS)	0	Suncorp	
AssetLine		Deposit Assure		Commercial	0	NOW Finance	0	Commercial/Busines	ss 🗆
Aust. Life Insurance		Deposit Power		Keystart Home Loans	s 🔾	Oak Capital	0	Teachers Mutual	
Australian Financial		Early Pay (AF)	0	La Trobe Commercia	al O	Oak Capital		Bank	
Australian Military		Early Pay (SBL)	0	La Trobe Financial		Commercial	0	uBank	
Bank		Finance One (AF)		Latitude Motor	0	P&N Bank	0	UniBank	
Auswide Bank		Finance One (SBL)	0	Latitude Personal		People's Choice		Victorian Mortgage	
Azora		Finance One (SBL)		Loan	0	Credit Union		Group	
Banjo (AF)		Firefighters Mutual		Liberty		Pepper Asset Finance	e 🔽	Virgin Money	
Banjo (SBL)		Bank	0	Liberty Commercial		Pepper Money		Australia	
Bank First		FirstMac	$\circ$	Liberty Motor		Pepper Money		Wave Money	
Bank of Melbourne		Firstmac Car Loans	$\circ$	Finance		Commercial	0	Westpac	
Bank of Melbourne		FlexiCommercial	0	Lifebroker Pty Ltd		Pepper Money		Westpac Commerci	al 🔾
Commercial		Go Beyond		Loans Today	0	Personal Loans	0	Westpac Equipment	
Bank of Queensland		Go Beyond		Macquarie		Plenti		Finance	
Bank of Queensland		Commercial		Macquarie		Plenti Auto Finance	0	WISR (PL)	<b></b>
Commercial		Go Edge		Commercial	0	Prime Capital (C)	0	WISR (AF)	<b></b>
Bank of Us	0	Go Flexi	0	Macquarie Leasing		Prime Capital (SBL)	0		

Commission received by us	Your credit representative may receive all or part of the commissions and fees referred to above directly or indirectly from the licensee. You can obtain information from them about a reasonable estimate of those commissions and how the commission is worked out.
Other benefits	Your credit representative must maintain a centralised register recording all forms of gifts, hospitality and other related remuneration. It is available to you upon request.
Tiered Services	Your credit representative may have access to tiered servicing arrangement with certain credit providers. A tiered servicing arrangement provides non-monetary benefits such as providing preferential service which can assist your credit representative in achieving better outcomes for you. Examples include faster reviews by lender credit analysts and/or application turnaround times. The list of any tiered servicing arrangements they have is available on request. Where your credit representative makes a recommendation to a lender with whom they have one of these arrangements, this will be disclosed to you.
Fees payable by you	Your credit representative may charge a fee for their services. More details about the fees payable by you will be set out in a Quote and Proposal document which they wil give you before a finance application is lodged. You may obtain from them information about how these fees and charges are worked out and a reasonable estimate of those fees.
External Dispute Resolution Scheme Contact Details	Australian Financial Complaints Authority Online: www.afca.org.au Email: info@afca.org.au Telephone: 1800 931 678 (free call) Mail: GPO Box 3, Melbourne Vic 3001
National Debt Helpline	If you're having difficulties managing your debts you can seek free assistance from the National Debt Helpline on 1800 007 007 or via the website ndh.org.au



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.