

What Should you do if you have a Complaint?

We conduct a dispute resolution system to deal with complaints you may have about any of our credit products and / or services we provide to you.

Our dispute resolution policy requires us to deal with any complaint efficiently, sympathetically and speedily. If you are not satisfied with the way in which we have tried to resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any office and tell them that you want to make a complaint. Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We have a guide on our dispute resolution system which can be made available to you upon request.

Details of our External Dispute Resolution process

If you do not feel your complaint has been resolved in a satisfactory manner, or if you have not received a response within 21 days, you can contact the Australian Financial Complaints Authority (AFCA). AFCA offers an independent external dispute resolution service to members who have been through the Credit Union's internal complaint process.

How to contact AFCA?

Phone: 1800 931 678
Post: Australian Financial Complaints Authority
GPO Box 3,
Melbourne VIC 3001
Email: info@afca.org.au
Website: www.afca.org.au

9am–5pm AEST. Calls will be charged for the cost of a local call from landlines. Calls from mobile phones will be charged at the applicable rate from your carrier.

Administrative office

Lithgow

1 Ordnance Avenue
Ph: 1300 369 900

Branch Locations

Lithgow

148 Main Street
Ph: (02) 6354 1615

Blackheath

28 Govetts Leap Road
Ph: (02) 6354 1610

Bathurst

75-77 William Street
Ph: (02) 6354 1611

Mudgee

The Gateway,
82 Church Street
Ph: (02) 6354 1613

Credit Guide

Effective 1st November 2018



Family First Credit Union Limited

Introduction

This Credit Guide and other disclosure documents that we may give you, are important documents. You need to ensure that you read and understand these documents before you make a financial decision.

What is the Credit Guide?

This Credit Guide is designed to assist you in understanding the credit services offered by Family First Credit Union Limited (ABN 39 087 650 057) and Australian Credit Licence Number 241068.

Family First Credit Union Limited holds an Australian Credit Licence issued by the Australian Securities and Investments Commission (ASIC).

This Credit Guide outlines:

- the types of credit services and credit contracts that the credit union provides; and
- information on the credit union's obligations to you with respect of providing those services and those obligations stipulated under the National Customer Credit Protection Act 2009 (the National Credit Act); and
- if necessary, how to make a complaint about how we provide these credit services to you.

You may also receive other documents when we provide services or credit to you.

How do we engage in credit activities and provide credit services?

Family First Credit Union Limited engages in credit activities by entering into credit contracts with you. These contracts include:

- Fixed and Variable Mortgages Loans;
- Secured Car Loans;
- Secured and Unsecured Personal Loans;
- Secured and Unsecured Line of Credits and Overdrafts

Family First Credit Union Limited provides credit services by suggesting to you or assisting you with applying for a new credit product, suggesting to you or assisting you to increase your limits on existing credit products, or suggesting that you remain obliged to a particular credit product.

In these examples, Family First Credit Union Limited acts as a credit assistance provider.

Borrowing Money from us

Family First Credit Union Limited only provides loans to its members.

Under the National Credit Act we are prohibited from providing you with credit under a credit contract if the contract will be unsuitable for you. Similarly, we are prohibited from increasing the limit of an existing credit contract, if the new limit will be unsuitable for you. A credit contract, or credit limit increase is unsuitable for you if at the time the contract is entered into or the limit 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 at that time; or
- the contract or increase does not meet your requirements and objectives at that time.

Fulfilling the abovementioned requirements is a legal obligation of Family First Credit Union Limited.

It is important that you provide complete and accurate information about your current financial situation, and also about any likely future changes that may impact on your ability to repay the credit without facing financial hardship.

Our Obligation to make Credit Assessment

Before providing you with credit, we must make a preliminary assessment as to whether the credit contract or an increase to your existing credit contract will be unsuitable for you.

In order for us to make that assessment we must:

- make reasonable inquiries about your requirements and objectives in relation to the credit contract
- make reasonable inquiries about your financial situation
- take reasonable steps to verify your financial situation

Obtaining this information helps us get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transactions associated with the proposed credit.

The extent of the inquiries we undertake may depend on a number of circumstances.

Your right to receive a copy of the Credit Assessment

You have the right to request a copy of our assessment of your suitability. Before entering into a credit contract or an agreement to increase your existing credit or credit limit, you may request a written copy of the credit assessment. In this case, the credit assessment must be supplied before the credit contract is entered into.

You may also request a copy of the credit assessment at any time up to 7 years after the day on which the credit contract is entered into or the credit limit is increased.

If the request is made within the first 2 years, then the assessment must be supplied within 7 business days. If the request is made after the first 2 years, then the assessment must be supplied to you within 21 business days.

Note - you are only entitled to receive a copy of your assessment if your credit application is approved or credit increased. You also have other rights to access personal information we collect about you under the provisions of the Privacy Act 1988 (Cth).