

# 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

|   |  |
|---|--|
| <b>Our full name</b>                                      | Entourage Finance Pty Ltd ACN 605295234  |
| <b>Address</b>  | Level 5, 9-11 Cremorne St, Cremorne VIC 3121   |
| <b>Phone</b>  | 394211651  |
| <b>Email</b>  | <a href="mailto:damien@entourage.com.au">damien@entourage.com.au</a>   |
| <b>Australian Credit Licence Number</b>                   | 475676   |
| <b>Internal Complaints Officer Contact Details</b>        | LM Broker Services Complaints<br>GPO Box 5200, Sydney NSW 2001<br>Email: <a href="mailto:resolutions@loanmarketgroup.com">resolutions@loanmarketgroup.com</a><br>Telephone: 1800 763 486 (free call)   |
| <b>External Dispute Resolution Scheme Contact Details</b> | Australian Financial Complaints Authority<br>Online: <a href="http://www.afca.org.au">www.afca.org.au</a><br>Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a><br>Telephone: 1800 931 678 (free call)<br>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<br>Better Choice Home Loans<br>BMM - Better Mortgage Management<br>Heartland Seniors Finance<br>National Australia Bank<br>Paramount Mortgage Services<br>Victorian Mortgage Group<br>Virgin Money Australia<br>2Be<br>Adelaide Bank<br>AMP Australia | ANZ Australia<br>Assetline Capital<br>Athena | Australian Financial<br>Bank Australia<br>Bank First<br>Bank of China<br>Bank of Melbourne<br>Bank of Queensland<br>Bank of Sydney<br>Bank of Us<br>Bank SA<br>BankWest<br>Beyond Bank | Bluestone<br>Bridgit<br>Brighten<br>Commonwealth Bank<br>Credit Union SA<br>FirstMac<br>Go Beyond<br>Go Edge<br>Go Flexi<br>Granite Homeloans<br>Great Southern Bank | Heritage Bank<br>HomeStart<br>ING<br>Judo Bank<br>Keystart Home Loans<br>La Trobe Financial<br>Liberty<br>Ma Money<br>Macquarie<br>ME Bank<br>Mortgage Ezy | Mortgage Mart<br>MyState<br>P&N Bank<br>Pepper Money<br>RedZed<br>Resimac<br>St George<br>Suncorp<br>uBank<br>Wave Money<br>Westpac |
|--|--|--|--|--|---|

### Commercial

|   |  |   |   |   |
|---|--|---|---|---|
| Adelaide Bank Commercial<br>Bank of Melbourne Commercial<br>Bank of Queensland Commercial<br>Commonwealth Commercial<br>Oak Capital Commercial<br>Pepper Money Commercial | Suncorp Commercial/Business<br>ANZ Commercial<br>Assetline Commercial<br>Bank SA Commercial<br>Go Beyond Commercial<br>Go Flexi Commercial | Granite Commercial<br>IMB Commercial<br>ING Commercial<br>Judo Bank Commercial<br>La Trobe Commercial | Liberty Commercial<br>Macquarie Commercial<br>Medfin Finance<br>NAB Commercial<br>Paramount Commercial<br>Prime Capital | RedZed Commercial<br>St George Commercial<br>Westpac Commercial |
|---|--|---|---|---|

### Asset Finance & Personal Loans

|   |           |  |  |   |   |
|---|-----------|--|--|---|---|
| Judo Bank Asset Finance<br>Latitude Personal Loan<br>Liberty Motor Finance<br>Pepper Money Personal Loans<br>Resimac Asset Finance<br>Scottish Pacific Asset Finance<br>Westpac Equipment Finance<br>Affordable Car Loans | Alex Bank | Angle Finance<br>ANZ Asset Finance<br>Azora<br>Banjo<br>Capital Finance<br>CBA Asset Finance<br>Early Pay<br>Finance One | Firstmac Car Loans<br>FlexiCommercial<br>Greenlight Auto<br>Grow<br>Latitude Motor<br>Macquarie Leasing<br>Medfin Asset Finance<br>Metro Finance | MoneyPlace<br>Morris<br>NAB Asset Finance<br>NOW Finance<br>OnDeck<br>Paramount Leasing<br>Pepper Asset Finance<br>Plenti | Plenti Auto Finance<br>Shift<br>Society One<br>WISR [PL]<br>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

| <b>Lending Institutions and Financiers</b> | <b>% of loan settled for the previous financial year</b> |
|--|--|
| 1. Bank of Melbourne                       | 15.46%   |
| 2. ANZ Australia                           | 15.32%   |
| 3. Commonwealth Bank                       | 11.96%   |
| 4. Macquarie                               | 10.22%   |
| 5. ING                                     | 8.74%  |
| 6. National Australia Bank                 | 8.33%  |

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 Representative's Full Name** Damien Roylance

**Address** Level 5, 9-11 Cremorne St, Cremorne VIC 3121

**Phone** 0394211651

**Credit Representative Number** \_\_\_\_\_

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:

| Lending Institutions and Financiers | % of loan settled for the previous financial year |
|-------------------------------------|---|
| 1. National Australia Bank          | 20.83%  |
| 2. Macquarie                        | 18.06%  |
| 3. ANZ Australia                    | 18.06%  |
| 4. Commonwealth Bank                | 12.5%   |
| 5. Westpac                          | 9.72%   |
| 6. AMP Australia                    | 8.33%   |

The number of lenders used in the last financial year is 13\*.

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 LMG Broker Services Pty Ltd lenders I am accredited with.

|                               |                                     |                                  |                                     |                           |                                     |                             |                                     |                                |                                     |
|-------------------------------|-------------------------------------|----------------------------------|-------------------------------------|---------------------------|-------------------------------------|-----------------------------|-------------------------------------|--------------------------------|-------------------------------------|
| 2Be                           | <input type="checkbox"/>            | Bank of Sydney                   | <input checked="" type="checkbox"/> | Go Edge                   | <input checked="" type="checkbox"/> | Macquarie                   | <input type="checkbox"/>            | Plenti                         | <input type="checkbox"/>            |
| Adelaide Bank                 | <input checked="" type="checkbox"/> | Bank of Us                       | <input type="checkbox"/>            | Go Flexi                  | <input checked="" type="checkbox"/> | Commercial                  | <input type="checkbox"/>            | Plenti Auto Finance            | <input type="checkbox"/>            |
| Adelaide Bank                 | <input type="checkbox"/>            | Bank SA                          | <input checked="" type="checkbox"/> | Go Flexi Commercial       | <input type="checkbox"/>            | Macquarie Leasing           | <input type="checkbox"/>            | Prime Capital (C)              | <input type="checkbox"/>            |
| Commercial                    | <input type="checkbox"/>            | Bank SA Commercial               | <input type="checkbox"/>            | Granite Commercial        | <input type="checkbox"/>            | ME Bank                     | <input checked="" type="checkbox"/> | Prime Capital (SBL)            | <input type="checkbox"/>            |
| Affordable Car Loans (AF)     | <input type="checkbox"/>            | BankWest                         | <input checked="" type="checkbox"/> | Granite Homeloans         | <input type="checkbox"/>            | Medfin Asset Finance        | <input type="checkbox"/>            | Prospa                         | <input type="checkbox"/>            |
| Affordable Car Loans (SBL)    | <input type="checkbox"/>            | Better Choice Home Loans         | <input checked="" type="checkbox"/> | Great Southern Bank       | <input type="checkbox"/>            | Medfin Finance              | <input type="checkbox"/>            | RedZed                         | <input type="checkbox"/>            |
| Alex Bank                     | <input type="checkbox"/>            | Beyond Bank                      | <input checked="" type="checkbox"/> | Greenlight Auto           | <input type="checkbox"/>            | Metro Finance               | <input type="checkbox"/>            | RedZed Commercial              | <input type="checkbox"/>            |
| Allianz                       | <input type="checkbox"/>            | Bluestone                        | <input checked="" type="checkbox"/> | Grow                      | <input type="checkbox"/>            | MoneyPlace                  | <input type="checkbox"/>            | Resimac                        | <input checked="" type="checkbox"/> |
| AMP Australia                 | <input checked="" type="checkbox"/> | BMM - Better Mortgage Management | <input checked="" type="checkbox"/> | Heartland Seniors Finance | <input type="checkbox"/>            | Morris                      | <input type="checkbox"/>            | Resimac Asset Finance          | <input type="checkbox"/>            |
| Angle Finance                 | <input type="checkbox"/>            | Bridgit                          | <input checked="" type="checkbox"/> | Heritage Bank             | <input type="checkbox"/>            | Mortgage Ezy                | <input type="checkbox"/>            | Scottish Pacific Asset Finance | <input type="checkbox"/>            |
| ANZ Asset Finance             | <input type="checkbox"/>            | Brighten                         | <input type="checkbox"/>            | HomeStart                 | <input type="checkbox"/>            | Mortgage Mart               | <input type="checkbox"/>            | Shift (SBL)                    | <input type="checkbox"/>            |
| ANZ Australia                 | <input checked="" type="checkbox"/> | Capital Finance                  | <input type="checkbox"/>            | IMB Commercial            | <input type="checkbox"/>            | Moula (PL)                  | <input type="checkbox"/>            | Shift (AF)                     | <input type="checkbox"/>            |
| ANZ Commercial                | <input checked="" type="checkbox"/> | CBA Asset Finance                | <input type="checkbox"/>            | ING                       | <input checked="" type="checkbox"/> | MyState                     | <input type="checkbox"/>            | Society One                    | <input type="checkbox"/>            |
| Assetline Capital             | <input type="checkbox"/>            | Comminsure                       | <input type="checkbox"/>            | ING Commercial            | <input type="checkbox"/>            | NAB Asset Finance           | <input type="checkbox"/>            | St George                      | <input checked="" type="checkbox"/> |
| Assetline Commercial          | <input type="checkbox"/>            | Commonwealth Bank                | <input checked="" type="checkbox"/> | Judo Bank                 | <input type="checkbox"/>            | NAB Commercial              | <input type="checkbox"/>            | St George Commercial           | <input type="checkbox"/>            |
| Athena                        | <input type="checkbox"/>            | Commonwealth                     | <input type="checkbox"/>            | Judo Bank Asset Finance   | <input type="checkbox"/>            | National Australia Bank     | <input checked="" type="checkbox"/> | Suncorp                        | <input checked="" type="checkbox"/> |
| Aust. Life Insurance          | <input type="checkbox"/>            | Commercial                       | <input type="checkbox"/>            | Judo Bank Commercial      | <input type="checkbox"/>            | NOW Finance                 | <input type="checkbox"/>            | Suncorp Commercial             | <input type="checkbox"/>            |
| Australian Financial          | <input type="checkbox"/>            | Credit Union SA                  | <input type="checkbox"/>            | Keystart Home Loans       | <input type="checkbox"/>            | Oak Capital                 | <input type="checkbox"/>            | Suncorp Commercial/Business    | <input type="checkbox"/>            |
| Australian Military Bank      | <input type="checkbox"/>            | Deposit Assure                   | <input checked="" type="checkbox"/> | La Trobe Commercial       | <input type="checkbox"/>            | OnDeck (AF)                 | <input type="checkbox"/>            | uBank                          | <input checked="" type="checkbox"/> |
| Azora                         | <input type="checkbox"/>            | Deposit Power                    | <input checked="" type="checkbox"/> | La Trobe Financial        | <input checked="" type="checkbox"/> | OnDeck (SBL)                | <input type="checkbox"/>            | Victorian Mortgage Group       | <input type="checkbox"/>            |
| Banjo (AF)                    | <input type="checkbox"/>            | Early Pay (AF)                   | <input type="checkbox"/>            | Latitude Motor            | <input type="checkbox"/>            | P&N Bank                    | <input type="checkbox"/>            | Virgin Money                   | <input type="checkbox"/>            |
| Banjo (SBL)                   | <input type="checkbox"/>            | Early Pay (SBL)                  | <input type="checkbox"/>            | Latitude Personal         | <input type="checkbox"/>            | Paramount Commercial        | <input type="checkbox"/>            | Australia                      | <input type="checkbox"/>            |
| Bank Australia                | <input checked="" type="checkbox"/> | Finance One (AF)                 | <input type="checkbox"/>            | Loan                      | <input type="checkbox"/>            | Paramount Leasing           | <input type="checkbox"/>            | Wave Money                     | <input type="checkbox"/>            |
| Bank First                    | <input checked="" type="checkbox"/> | Finance One (SBL)                | <input type="checkbox"/>            | Liberty                   | <input checked="" type="checkbox"/> | Paramount Mortgage Services | <input checked="" type="checkbox"/> | Westpac                        | <input checked="" type="checkbox"/> |
| Bank of China                 | <input checked="" type="checkbox"/> | Finance One (SBL)                | <input type="checkbox"/>            | Liberty Commercial        | <input checked="" type="checkbox"/> | Pepper Asset Finance        | <input type="checkbox"/>            | Westpac Commercial             | <input type="checkbox"/>            |
| Bank of Melbourne             | <input checked="" type="checkbox"/> | FirstMac                         | <input checked="" type="checkbox"/> | Liberty Motor Finance     | <input checked="" type="checkbox"/> | Pepper Money                | <input checked="" type="checkbox"/> | Westpac Equipment Finance      | <input type="checkbox"/>            |
| Bank of Melbourne Commercial  | <input type="checkbox"/>            | Firstmac Car Loans               | <input type="checkbox"/>            | Lifebroker Pty Ltd        | <input type="checkbox"/>            | Pepper Money Commercial     | <input type="checkbox"/>            | WISR (PL)                      | <input checked="" type="checkbox"/> |
| Bank of Queensland            | <input checked="" type="checkbox"/> | FlexiCommercial                  | <input type="checkbox"/>            | Ma Money                  | <input type="checkbox"/>            | Pepper Money Personal Loans | <input type="checkbox"/>            | WISR (AF)                      | <input type="checkbox"/>            |
| Bank of Queensland Commercial | <input type="checkbox"/>            | Go Beyond Commercial             | <input checked="" type="checkbox"/> | Macquarie                 | <input checked="" type="checkbox"/> |                             |                                     |                                |                                     |

|   |  |
|---|--|
| <b>Commission received by us</b>                          | 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.   |
| <b>Other benefits</b>                                     | 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.   |
| <b>Tiered Services</b>                                    | 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. |
| <b>Fees payable by you</b>                                | 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 will 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.   |
| <b>External Dispute Resolution Scheme Contact Details</b> | Australian Financial Complaints Authority<br>Online: <a href="http://www.afca.org.au">www.afca.org.au</a><br>Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a><br>Telephone: 1800 931 678 (free call)<br>Mail: GPO Box 3, Melbourne Vic 3001   |
| <b>National Debt Helpline</b>                             | 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 <a href="http://ndh.org.au">ndh.org.au</a>   |

## 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.