



# Credit Guide

28 October 2022

**Australian Unity Bank Limited**

**ABN:** 30 087 652 079 **AFSL/Australian Credit Licence:** 237994 **BSB** 803-228

**GPO** BOX 1801 Melbourne VIC 3001 **T:** 1300 790 740 **E:** [bankingsupport@australianunity.com.au](mailto:bankingsupport@australianunity.com.au) **W:** [australianunity.com.au](http://australianunity.com.au)

## How to Contact Us

You can contact us using one of the following methods:

-  Phone us on 1300 790 740 (Monday to Friday – 8.30am to 5.30pm AEST)
-  Write to us at GPO Box 1801, Melbourne VIC 3001
-  Email us at: [bankingsupport@australianunity.com.au](mailto:bankingsupport@australianunity.com.au)

## Security Information

To report the unauthorised use of your PayID, mistaken or fraudulent payments please contact us on the information above.

## Customer Owned Banking Code of Practice

We subscribe to the Customer Owned Banking Code of Practice. The relevant provisions of the Customer Owned Banking Code of Practice as amended from time to time apply if you are an individual or a small business (as defined by the Customer Owned Banking Code of Practice).

## 1. Introduction

Welcome to Australian Unity Bank Limited ('Australian Unity', 'we', 'us', or 'our'). We have an Australian Credit Licence authorising us to provide credit.

This Credit Guide provides you with an understanding of what to expect from us when we provide credit to you. The Guide includes information about some of our obligations under the National Consumer Credit Protection Act 2009 (the NCCP Act).

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

## 2. Information on borrowing from us

For general information about borrowing (including loans calculators to help you understand the effect of interest rates and fees and different loan options) please visit our website at:

<http://www.australianunity.com.au/banking>

## 3. Borrowing money from us

We provide loans to our customers only.

Under the NCCP 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 or 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.

#### 4. Our obligation to make a credit assessment

Before providing you with credit, we must make a preliminary assessment as to whether the contract or increase in limit will be unsuitable for you. In order to make this assessment we must:

- Make reasonable inquiries about your requirements and objectives in relation to the credit contract; and
- Make reasonable inquiries about your financial situation; and
- 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 contract.

The extent of the inquiries we undertake will depend on the circumstances.

#### 5. Your right to receive a copy of the credit assessment

You have the right to request a copy of our credit assessment of your suitability for credit.

You may request a copy of the credit assessment for up to seven years after the day on which the credit contract is entered into or the credit limit is increased.

**Please note:** You are only entitled to receive a copy of your credit assessment if your loan is approved or your credit limit is increased.

You have other rights to access personal and credit-related information we collect, use and disclose about you under the provisions of the Privacy Act 1988 (Cth) and the Credit Reporting Privacy Code.

Please refer to our 'Privacy Policy' which is available on our website at: [australianunity.com.au/privacy-policy](http://australianunity.com.au/privacy-policy) or by calling us.

#### 6. Commissions

Commissions may be paid by Australian Unity to third parties (typically Mortgage Brokers and referral partners) for the introduction of credit business or business proposed to be financed by the credit contract. Commissions will range from between 0.2 and 0.6% of the loan amount settled, dependent on the channel with which the business is introduced.

For further information, please refer to our 'Financial Services Guide' available on our website. Alternatively, on request, we can provide a reasonable estimate of the amount of commission and how it is worked out.

#### 7. Dispute Resolution Procedures

We understand that although we do our best to provide you with a high level of service, you may at times feel that there are issues that have not been resolved to your satisfaction. We have an internal process for handling complaints which is documented in our Australian Unity Complaints Management Policy', which you can locate on our website at [www.australianunity.com.au/complaintpolicy](http://www.australianunity.com.au/complaintpolicy) or by calling us.

You may contact us:

- ☎ 1300 790 740 (Mon-Fri 8.30am-5.30pm)
- ✉ [Bankingsupport@australianunity.com.au](mailto:Bankingsupport@australianunity.com.au)
- 🌐 [www.australianunity.com.au/banking](http://www.australianunity.com.au/banking)

On receipt of your complaint, we will:

- Acknowledge your complaint within 24 hours or one business day
- Attempt to resolve your complaint immediately where possible
- If we are unable to resolve your complaint within three business days, we will contact you and give you the name and contact details of a person to whom you can escalate your complaint
- If we are unable to resolve your complaint within five business days we will provide you with a written response upon completion of the investigation of your complaint telling you what we did in response to your complaint. We will do our best to ensure that your complaint is considered and determined within 21 days of receiving your complaint.
- If we can't complete our investigation within this timeframe, we will let you know why and provide you with an expected date for completion of your complaint. We will keep you informed of the progress of your complaint and give you the details of the Australian Financial Complaints Authority (AFCA).
- If you are not satisfied with our response, you can contact AFCA. AFCA is a free independent

complaints resolution service that you can contact if you are unable to resolve your complaint with Australian Unity Bank.

**Australian Financial Complaints Authority**  
Mail: Australian Financial Complaints Authority, GPO Box 3 Melbourne VIC 3001

Telephone: +61 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [www.afca.org.au](http://www.afca.org.au)


## 8. Updating this Credit Guide

All details are current as the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide if there are any material changes adverse to borrowers.

### For more information

 1300 790 740 (Mon–Fri 8.30am–5.30pm)

 [bankingsupport@australianunity.com.au](mailto:bankingsupport@australianunity.com.au)

 [www.australianunity.com.au/banking](http://www.australianunity.com.au/banking)