The specialist lending service of VIRIDIAN FINANCIAL GROUP

Credit Guide

This Credit Guide provides you with the key information that you need to know to make an informed and confident choice when engaging our products and services.

This Credit Guide summarises our goals and standards, offerings, fees, and commissions. Please don't hesitate to ask if you need more information or clarification.

This Credit Guide has been generated by:

Organisation/Trading Name	Smartmove Professional Mortgage Advisors
Addresses	Level 10, 1 Rider Boulevard Rhodes, NSW, 2138 Level 16, 55 Collins Street, Melbourne VIC 3000 38 Queen Street, Warragul VIC 3820 Suite DA Corporate Centre, Level 4 2 Corporate Court, Bundall QLD 4217 PO Box 9145, Gold Coast MC QLD 9726 Level 2 17 Duporth Avenue, Maroochydore QLD 4558 Level 24 140 St Georges Terrace, Perth WA 6000 Level 14/1 Margaret Street Sydney NSW 2000
Phone:	(02)99685000
Australian Credit Licence Name	Smart Move Home Loans Pty Ltd
Australian Credit Licence Number	388090
Australian Company Number	104755839

Overview

We hold the necessary mortgage broking experience and qualifications in accordance with the National Consumer Credit Protection Act, 2009 to provide you with assistance. We are required to meet specific competency standards relating to educational and professional development. You can be confident that we are held accountable to not only our organisation's high ethical standards and values, but also have a responsibility to maintain the regulatory standards that are set by both Commonwealth and State governments.

Our mission is to ensure we offer our clients the best service and most appropriate products to suit their individual needs through our professionalism and attention to detail. Ultimately, our goal is to ensure applicants are provided with a loan that meets their objectives.

We guarantee to listen to your needs and your instructions, ensuring that there is collaborative agreement through each step of the finance application process.

Our relationships and alliances with likeminded quality organisations ensure we are positioned to offer the best quality service as well as offering complementary financial services where appropriate.

Suitability of Loans to Your Financial Objectives

By law, before entering into a specific credit contract, we are obliged to conduct a Preliminary Credit Assessment to determine what kind of loans would be suitable for you. In consultation with you, we will explore and discuss with you your financial situation, financial objectives and borrowing needs before we determine which loan product may suit your requirements.

For the purposes of the Preliminary Credit Assessment, we will need to ask you some questions in order to assess whether the loan or lease is not unsuitable. The law requires us to:

- make reasonable inquiries about your requirements and objectives;
- make reasonable inquiries about your financial situation; and
- take reasonable steps to verify that financial situation.

The assessment will be conducted prior to recommendation of a particular product. The assessment will involve collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract. This will ensure that your circumstances will be assessed appropriately and that the options suggested will not place you in financial hardship. Once completed, this Preliminary Credit Assessment is only valid for 90 days. A copy of the Preliminary Credit Assessment will be available to you, on request - this will be available up to 7 years after we provide you with credit assistance.

Prior to the Preliminary Credit Assessment being conducted, we may provide you with Product summaries that highlight various key features and benefits of the product. We may also provide you with Product Comparison documents that allow you to compare the features and benefits of each product and assess the suitability to your requirements.

Lender and Products

We are able to offer choice across a number of products and have the opportunity to be accredited to arrange loans with the following panel lenders:

86 400 (now UBank)
AFG Home Loans
Allianz Insurance
Auswide Bank
Bank of Melbourne
Bank SA
Bluestone
CUA
Firstmac
Health Professionals Bank
IMB Ltd
La Trobe Financial
ME
People's Choice Credit Union
NAB
Pepper Money
St George Bank
UniBank
Mortgage Ezy
Deposit Assure
Members Equity Bank-Business Banking
Wisr
Thinktank
Now Finance
Shift
Adelaide Bank
AMP Bank
CBA Asset Finance
Bank Australia
Bank of QLD
Bankwest
Citibank
Firefighters Mutual Bank
Great Southern Bank
Heritage Bank
ING
Liberty Financial
MA Money (Formerly MKM Capital Pty Ltd)
Newcastle Permanent
QBANK
Suncorp
Virgin Money
HSBC
Deposit Bonds Australia
Moneyplace
Symple Loans
Funding
Wave Money
MoneyMe
Skip Loans
AFG Commercial
ANZ
Judo Bank
Bank of China
Bank of Sydney
Beyond Bank
Commonwealth Bank
Granite Home Loans
Hume Bank
HomeStart Finance
Keystart
Macquarie Bank
MyState
Better Mortgage Management
P&N Bank
Resimac
Teachers Mutual Bank
Westpac
GMCU
Heartland Reverse Mortgages
RedZed
Zip Business
NAB Commercial
Victorian Mortgage Group
First Federal

Our team has settled loans with the following lenders in the last 12 months:

AFG Home Loans	AMP Bank	ANZ
Bank Australia	Bank of Melbourne	Granite Home Loans
Great Southern Bank	Heritage bank	Bankwest
Beyond Bank	Bluestone	HSBC
Firstmac	Commonwealth Bank	ING
Hume Bank	Liberty Financial	ME
Macquarie Bank	MyState	NAB
Newcastle Permanent	Pepper Money	Resimac
St George Bank	Suncorp	ME
MA Money	Westpac	Ubank
People's Choice Credit Union		

Lenders available

We aim to provide you with information from a range of lenders and products/loans. Once you have chosen a loan that is suitable for you, we will help you obtain an approval.

Commonly used lenders

The list below documents the 6 most commonly used Lenders by our licensee. This does not necessarily reflect all of the financial institutions that our licensee is able to conduct business through.
Financial Institutions:
1. Westpac, 2. Macquarie, 3. ANZ, 4. St. George, 5. Commonwealth Bank 6. AFG Home Loans - Retro

Fees, Charges, Commission and Disclosures

Fees payable by you to third parties

When the credit application (loan) is submitted, you may need to pay the lender's application fee, valuation fees, or other fees that are associated with the loan application process, even if the loan is ultimately unsuccessful

Fees payable by you to the licensee

If a fee is payable by you, this will be disclosed in a Credit Quote that will be provided to you. If a Credit Quote is not supplied, this will indicate that we do not charge consumers any fees.

Payments received by the licensee

Please take notice that the licensee may receive fees, commissions, or financial rewards from Lenders or Lessors in connection with any finance we arrange for you. These fees are not payable by you.

The commission/brokerage amount depends on the amount of the finance and may vary from product to product. We can provide you with information about a reasonable estimate of those commissions and how the commission is worked out if you require.

Commissions are paid based on a percentage of the loan balance that is drawn down which in most cases will be net of any amounts you hold in an offset account. The way commissions are calculated and paid to us by lenders may vary. By following the responsible lending requirements, we will ensure the loan recommended to you is not unsuitable for your situation and objectives.

Your broker is an employee of the licensee and is paid a salary.

Fees payable by the licensee to third parties

We may pay fees to call centre companies, real estate agents, accountants, or lawyers and others for referring you to us. These referral fees are generally small amounts in accordance with usual business practice.

These are not fees payable by you. On request you can obtain a reasonable estimate of the amount of the fee and how it is worked out. From time to time, we may also remunerate other parties through payments, rewards or benefits.

Tiered Servicing Arrangements

We may have access to tiered servicing arrangements. The benefits of this access to these arrangements can include faster processing, better information or greater levels of assistance provided for obtaining loan approval. Your mortgage advisor will advise you of any tiered service arrangements that are in place with a particular lender that they have proposed at the time recommendations are made.

Access to this program is not based solely on the volume of new or existing lending your mortgage advisor's customers have with each respective lender and does not entitle them to any additional commissions outside of what they have disclosed to you, any additional payments or preferential customer discounts.

Our licensee has access to tiered servicing arrangements with the following lenders: ANZ, Bankwest, CBA, Citibank, St George, Suncorp, Westpac, ING, AMP and AFG Edge.

Lender services

We may be provided access to free services such as credit reports and valuations from our lenders. The benefits of our access to free credit reports and to free up-front valuation can include faster loan processing using more reliable information and/or more reliable/better client information for obtaining loan approval. Access to free credit reports and free up-front valuation is not based on the volume of new or existing lending our customers have and does not entitle us to any additional commissions outside of what we will have disclosed to you, any additional payments or preferential customer discounts.

Our licensee has access to free credit reports with the following lenders: ANZ, AMP, Macquarie Bank, Pepper Money.

Our licensee has access to free valuation services with the following lenders: 86400, Adelaide Bank, AFG Home Loans, AMP Bank, Bank Australia, Bank of Melbourne, Bank of QLD, Bankwest, Bluestone, Commonwealth Bank, Granite Home Loans, Heritage Bank, ING, La Trobe Financial, Macquarie Bank, ME Bank, MyState, NAB, Newcastle Permanent, Pepper Money, Resimac, St George Bank, Suncorp, Teachers Mutual Bank, Virgin Money, Westpac.

Gifts

Your mortgage advisor is prohibited from accepting gifts or inducements over $300. Any benefit given to your mortgage advisor greater than $100 and less than $300 will be recorded in a Gifts Register. A copy of your mortgage advisor's register is available to inspect on request. If you wish to inspect the register, please contact your mortgage advisor.

Clawback

For your guidance, clawback is an arrangement where lenders who have paid commissions to mortgage advisors, are entitled to recoup some or all of this amount in the event that the loan is refinanced or paid out within a specified period of time (usually in the first few years of a loan). If a loan is refinanced or paid out within the clawback period, the lender will recover some or all of the upfront commission paid to the aggregator, who will then recover the commission from the mortgage advisor. Clawbacks are applied by most lenders when a loan is discharged within 24 months of settlement. Each lender has a different policy and clawback period, some only charge for discharged loans that close within 12 months of settlement and some tier the percentage of upfront to be clawed back.

Please note that Smartmove Home Loans Pty Ltd will not advise clients to remain in a home loan product during the clawback period if there is a benefit for the client to switch to an alternative loan product, even in cases where Smartmove Home Loans Pty Ltd may incur a clawback on the loan being refinanced

Advice

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 and financial advice before you enter any loan contract.

Multiple Roles

We may act in other roles or capacities related to the credit assistance provided to you. Each business activity is separate however we may be paid remuneration in our other business activities as a result of the credit assistance provided to you. Further details of any relevant remuneration we may receive because of a recommendation we make to you, will be included in the Credit Proposal Disclosure document we provide to you.

Where we are unable to act due to a conflict of interest that cannot be managed appropriately, we will refer you to another party who will provide you services.

Related Parties

We have relationships with a number of related parties and associates. Details of any remuneration or possible conflicts will be included in the Credit Proposal Disclosure document provided to you.

Ownership Structures

We may act in other roles or capacities related to the credit assistance we provide to you. Each business activity is separate however we may be paid remuneration in our other business activities as a result of the credit assistance we provide to you. Further details will be included in the Credit Proposal Disclosure document we provide to you. Where we are unable to act in more than one capacity, we will refer you to another party who will provide you services that we are unable to due to a conflict of interest that we cannot manage appropriately.

Shareholding

We may directly or indirectly hold shares in Viridian Financial Group Ltd (VFGL). Details of any material holdings will be included in the Credit Proposal provided to you. If the material holding does not enable us to act due to a conflict of interest that cannot be managed appropriately, we will refer you to another party who will provide you service.

Design and Distribution Obligations (DDO) & Target Market Determinations (TMD)

We will not consider, offer, or recommend a product that does not have a lender-issued Target Market Determination (TMD), where it falls under the Design and Distribution (DDO) regime. If you do not fit within the TMD of the product we recommend, the reasons for choosing and proceeding with that particular product/lender will be duly noted and your best interests considered.

Complaints

Irrespective of our status as a licensee, representative or credit representative, our reputation is built on matching the appropriate product(s) to the individual's requirements. We go to great lengths to ensure satisfaction with our services and offerings. However, there may be instances from time to time, where applicants may be dissatisfied with the outcomes of our consultation process. If you have a complaint about the service that we provide, the following steps or avenues for resolution are available to you.

Step 1

Most complaints arise from miscommunication and can usually be fixed quickly. So, please contact your mortgage advisor first and express about your concerns.

Step 2

If the issue is not satisfactorily resolved within 5 working days by talking with your mortgage advisor, we will apply our internal complaints process to manage your complaint appropriately. In this instance, the complaint will be internally escalated to our Complaints Officer. You may also contact the Complaints Officer directly.

Complaints Officer

Name:	VFGL Complaints
Phone:	1300 84 74 34
	(+61) 03 8559 3301 if calling outside of Australia
Email:	complaints@vfgl.com.au
Address:	Level 16, 55 Collins St.
	Melbourne VIC 3000

Note: In some instances your mortgage advisor may also be fulfilling the role of the Complaints Officer. This will not affect the capacity to have your complaint dealt with appropriately.

By using our internal complaints process we hope to assist you to resolve your complaint quickly and fairly. The maximum timeframe in which to provide a written response to you is 30 calendar days, although in pursuit of best practice and the reputation of our organisation, we aim to resolve these issues in a much shorter time frame.

Step 3

Although we try hard to resolve a customer's concern in the most considerate and direct manner, if you are not completely satisfied after the above steps have been attempted, you still have other avenues available to resolve the dispute. This is then managed externally and independently.

This external dispute resolution (EDR) process is available to you, at no cost. Two EDR schemes may be listed below. This indicates that the Credit Representative and their authorising Licensee are both required to be members (independently) of an ASIC approved EDR scheme. Where a Credit Representatives EDR is displayed, please contact that EDR scheme in the first instance for complaint escalation.

<u>EDR (Licensee)</u>

Name	AFCA
Phone	1800 931 678
Address	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001