

Credit Guide

Goldfields Money Limited
ABN 63 087 651 849 | AFSL / ACL 246884
www.goldfieldsmoney.com.au



Introduction

Goldfields Money Ltd has 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 Customer Credit Protection Act 2009 (the National Credit Act). You may also receive other documents when we provide services or credit to you.

Borrowing money from us

Goldfields Money Ltd provides loans to its customers. 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 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.

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,
- 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 transaction associated with the proposed credit contract. The extent of the inquiries we undertake will depend on the circumstances.

Your right to receive a copy of the credit assessment

You can request a copy of our assessment of your suitability. We will give you a copy:

- before entering the credit contract or before the credit limit is increased, if you make the request before then;
- within 7 business days, if your request is made within 2 years of entering into the contract or the credit limit increase; or
- within 21 business days if your request is made between 2 and 7 years of entering into the contract or the credit limit increase.

Note - you are only entitled to receive a copy of your assessment if:

- your loan is approved or credit limit increased, and
- your credit contract (loan or credit limit increase) was entered into within the last 7 years.

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Dispute Resolution

Please talk to us first

We aim to resolve your complaint at your first point of contact with us, so we encourage you to raise your complaint through any of the following channels:

Telephone: (08) 9021 6444

Goldfields Money Ltd has an internal dispute resolution (IDR) process and is also a member of an independent external dispute resolution scheme. The dispute resolution system covers complaints by persons to whom we provide credit.

To use our internal dispute resolution procedure you should address a letter detailing the dispute to:

The Dispute Resolutions Officer - PO BOX 10155, KALGOORLIE WA 6433

In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of the complaint, the complaint may be referred for external dispute resolution (EDR) to The Financial Ombudsman Service who can be contacted at 1300 780 808, www.fos.org.au, GPO BOX 3 MELBOURNE VIC 3001. The Financial Ombudsman Service can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us. This service is available at no cost to you. Our external dispute resolution scheme cannot deal with your dispute unless you have attempted to resolve the problem with us first.

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: Phone: (08) 9021 6444 or visit us at: www.goldfieldsmoney.com.au