

CREDIT GUIDE



Under our obligations of the National Consumer Credit Protection Act 2009 (NCCP ACT), we are required to provide information about the services we provide. It is important you read this guide as we offer a range of home loan products and whilst not the credit provider we do work closely with our funders in providing you with finance and managing your loan transactions.

Oak Lending Pty Ltd is a corporate credit representative No. 491610 under the Australian Credit License holder AxisWealth Group Pty Ltd No. 484302.

WE WILL NEED INFORMATION FROM YOU

Under the NCCP Act, we are obliged to ensure that any loan or principal increase to a loan we help you to obtain or any lease we help you to enter is not unsuitable for you. To decide this, we may 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;
- take reasonable steps to verify that financial situation.

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 could 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 to 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 you enter into a loan or lease contract or the credit limit is increased.

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.

SERVICES WE PROVIDE

We market and manage a range of home loans. These loans are structured and managed by us. The lender of record (i.e. the name which will appear on your credit contract and your mortgages) will be reflective of our lenders and will not show Oak Lending nor AxisWealth Group. Our lenders are:

Resimac Mortgage Management

Origin Mortgage Management (Columbus Capital)

Sintex Consolidated Pty Limited

Pepper Home Loans

Bendigo and Adelaide Bank Limited

FEES PAYABLE BY YOU

We do not charge you for our services. However, you may need to pay the financier's application fee, valuation fees, and other fees.

COMMISSIONS RECEIVED BY US

We may receive management fees (a form of commission) from the lenders and lessors who fund our products. These are not fees payable by you. You may obtain from us information about a reasonable estimate of those commissions and how the commission is worked out.

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 are generally small amounts and accord with usual business practice. These are not fees payable by you. You may, on request, obtain a reasonable estimate of those commissions and how the commission is worked out.

OUR INTERNAL DISPUTE RESOLUTION SCHEME

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting our Complaints Officer by:

- Telephoning: 1300 006 625
- Emailing: info@oaklending.com.au
- Writing: Oak Lending Pty Ltd, 2 Australia Avenue, Sydney Olympic Park NSW 2127
- Visiting our website: www.oaklending.com.au

or by speaking to any representative of our business who will refer you to the Complaints Officer (specified 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. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

OUR EXTERNAL DISPUTE RESOLUTION SCHEME

If we do not reach agreement on your complaint, you may be able to refer the complaint to an ASIC Approved External Dispute Resolution (EDR) Scheme. Our external dispute resolution provider is [Australian Financial Complaints Authority \(AFCA\)](#). External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

You can contact AFCA by:

- Calling: 1800 931 678
- Writing: Australian Financial Complaints Authority, GPO 3, Melbourne VIC 3001

You can obtain further details about our dispute resolution procedures and obtain details of our privacy policy on request.

THINGS YOU SHOULD KNOW

If we arrange a loan for you to purchase or refinance real estate, you should 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.

You should ensure that you have approved finance before entering a binding contract to purchase.

We do not provide legal or financial advice unless specified in a separate contract. It is important that you understand your legal obligations under the loan, and the financial consequences.

Before you accept your loan offer, make sure you read the credit contract/loan agreement carefully to understand full details of the loan. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

QUESTIONS?

If you have any questions about this Credit Guide or anything else about our services, just ask at any time. We are here to help you.



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Authorised Credit Rep Number 491610
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