



CREDIT GUIDE

Credit Guide



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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

Our full name	R Elton Investments Pty Ltd T/as Free Time Finance
Address:	10 Yugari Cr Daleys Point NSW 2257 PO BOX: 937 Woy Woy NSW 2256
Phone, Email, Fax	02 4311 6825 info@freetimefinance.com.au 02 85870008
Australian Credit License Number:	386632 Expiry 15/11/2019

This document provides you with information about the services we provide and those of our credit representatives (a 'credit representative' is a person who has been authorised by a credit licensee to engage in specified credit activities on behalf of the licensee). It contains information about various fees and charges that may be payable by you to us, as well as certain commissions we may receive from a licensee when we are acting as a credit representative, or we pay to certain third parties. It also contains information about what you should do if you have a complaint or dispute in connection with our services as a credit representative.

We will help you to choose a loan or lease which is suitable for your purposes.

We will provide you with information on a broad range of financiers and products. Once you have chosen a loan or lease that is suitable for you, we will help you to obtain an approval.

If you have already chosen a financier, and we will assist you to obtain an approval.



We source finance from a broad panel of financiers. This varies regularly according to client needs and market factors.

Lenders, Credit Providers and associated service providers include, but are not limited to those listed here



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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 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.

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We sometimes charge a fee for our services. More details about the fees payable by you will be set out in a quote which we will give you before a finance application is lodged. You may obtain from us information about how these fees and charges are worked out and a reasonable estimate of those fees.

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We may receive commissions from the lenders and lessors who provide finance for you as our customers. 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.

We may receive additional commissions from volume bonuses.

Some or all of the commission received by the Licensee may be paid to the credit representative.

From time to time we receive benefits in the form of conferences and training sessions provided by the licensee, financiers, or others. The value of these benefits cannot be ascertained.

We source referrals from a broad range of sources, including our own clients. 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.

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: **02 4311 6825**

* e-mailing: admin@freetimefinance.com.au

* writing to: PO BOX 937 Woy Woy NSW 2257

or by speaking to any representative of our business who will refer you to the Complaints Officer.

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.

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (**EDR**) Scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution service provider is the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)¹

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

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.

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.

Credit Representatives

We have appointed credit representatives to provide services.

Details of the credit representative you are dealing with are set out below.

Credit Representative	Credit Representative Number: Contact Details: Robert Elton Address: PO Box 937 Woy Woy NSW 2256 Tel: (02) 4311 6825 Fax: (02) 8587 0008 Email:
External Dispute Resolution Scheme contact details	Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. Website: www.afca.org.au Email: info@afca.org.au Telephone: 1800 931 678 (free call) ¹ writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

The information specified above applies specifically to the credit representative. In addition:
The credit representative may receive the whole or part of the commissions and fees referred to above directly or indirectly from us as the licensee. You can obtain information from the credit representative about a reasonable estimate of those commissions and how the commission is worked out.
The six financiers listed above are based on usage by us as the licensee not the credit representative.
The credit representative sometimes charges a fee for services. More details about the fees payable by you will be set out in a quote which we will give you before a finance application is lodged. Usually the fee can be deducted from the finance proceeds. You can obtain information about how these fees and charges are worked out by asking the credit representative.