rate money
A HOME FOR THE SELF-EMPLOYED

Credit Guide



PART A - Introduction

Rate Money is a licensed Mortgage Manager under the National Consumer Credit Protection Act 2009 (NCCP Act). This document provides you with information about us, our representative (together, "we" or "us") with whom you are dealing and the services we provide.

CREDIT REPRESENTATIVE DETAILS	
Credit Representative Name	{deal.owner.nameFull}
Credit Representative Number	{deal.owner.license.id1}
AFCA Membership	{deal.owner.license.id3}
Phone Number	{deal.owner.phone}
Email	{ticket.identity.contact2.value}
LICENSEE DETAILS	
Australian Credit Licence Name	{organization.license.institution1}
Australian Credit Licence Number	{organization.license.id1}
AFCA Membership	{organization.license.id6}
ABN	{organization.license.id2}
Address	{organization.license.institution2}
Phone Number	{organization.license.id3}
Email	{organization.license.institution3}

PART B - Our commitment to servicing your consumer lending enquiries

We are obliged to ensure that any loan, or principal increase to a loan, we help you to obtain, is not unsuitable for you. To decide this, we may need to ask you some questions to assess whether the loan is not unsuitable. The law requires us to:

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

Credit will be unsuitable for you if, at the time of the preliminary credit assessment, it is likely that:

- you could not pay or could only pay with substantial hardship; or
- the credit will not meet your requirements or 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 important that the information you provide is accurate, complete and up to date.

You may request a copy of the preliminary credit assessment. If you ask for a copy within two years of the date of the credit assistance quote, we will provide you with a copy within seven business days. If you ask for a copy between two and seven years, we will provide you with a copy within 21 business days after the request is received.

Services we provide

We are authorised to provide credit assistance for loans under the NCCP Act. The NCCP Act regulates the activity of consumer lending, leasing, and finance broking.

Our credit services

Rate Money exercises the rights of credit providers under most credit contracts into which it provides credit assistance (otherwise known as 'Mortgage Managers').

This means from the loan application, right through to settlement and beyond, the Rate Money 'Mortgage Manager' and team will provide assistance every step of the way across the entire life of the loan.

Once we have established your goals, we will investigate and assess a range of options from our reasonably representative lender panel.

Below are the lenders with whom the Credit Licensee and Mortgage Manager conducted the most business in the previous financial year (based on the $ amount settled with each lender)

Credit Licensee: BNY Trust Company of Australia Limited, Well Nigh Capital Funding, Macquarie Bank, National Australia Bank, Perpetual Trustee Company Limited, Bankwest Residential

Fees payable by you to us

No fees or charges are payable by you to us for credit assistance services rendered by us.

Fees payable by you to third parties

When the application for your loan is submitted, you may be required to pay fees to third parties associated with the application or the product, such as the credit provider's application fee, valuation fee and other fees, including government fees and charges. These will be detailed in the Preliminary Assessment and Credit Proposal Disclosure Document and provided to you before you apply for finance. You can ask us how they are calculated.

Commissions received by us

We may receive fees, commissions or other remuneration or rewards from the lenders who fund the finance we arrange for you. We may also receive Referral Fees from approved Referral Relationships. These are not fees payable by you. You may obtain information from us about a reasonable estimate of the indirect remuneration likely to be received, directly or indirectly, by us and how the indirect remuneration is worked out.

Remuneration or rewards may include training, professional development, entertainment, gifts, conference attendance, sponsorship or entry into a competition run by a lender or an aggregator. These types of rewards are not generally permanent, and the remuneration received is not readily ascertainable.

Commissions payable by us

We source referrals from a broad range of partners. For example, we may pay fees to real estate agents or accountants for referring you to us. These are not fees payable by you. Any specific referral fee paid will be disclosed in the Credit Proposal Disclosure Document.

PART C - Our commitment to servicing your commercial lending enquiries

Rate Money provides assistance in sourcing and arranging commercial loans, but we do not:

- Provide legal, financial, or tax advice. Customers are advised to seek professional advice regarding the suitability of loan products for their individual circumstances,
- Act as a credit provider. All loan products are issued by third-party lenders, not Rate Money Pty Ltd.

Please Note: Commercial loans are not regulated under the National Consumer Credit Protection Act 2009 (NCCP Act). This means while commercial loans are not subject to the same consumer protection laws as residential loans, we will assess the suitability of a commercial credit product based on the information you provide. This includes:

- Verifying that the loan aligns with your stated business purposes,
- Ensuring the loan terms fit your financial position and capacity to meet repayment obligations.

Please note that the assessment is based entirely on the accuracy and completeness of the information you provide. You are responsible for ensuring all information submitted is correct.

Loan Purpose

Commercial loans provided through Rate Money are strictly intended for business use only. Applications for credit with a personal, domestic, or household purpose will not be processed. If your loan is not intended for business purposes, you must not proceed with the application.

Fees payable by you to third parties

When the application for your loan is submitted, you may be required to pay fees to third parties associated with the application or the product, such as the credit provider's application fee, valuation fee and other fees, including government fees and charges.

You may also have to pay fees where you discharge a commercial loan. These will be detailed in the Loan Proposal and Offer Documents which you will need to review and execute prior to loan settlement or discharge.

PART D – Our internal dispute resolution (covering consumer and commercial lending enquiries)

We always strive to provide the best possible service and provide you with the finance that suits your needs. However, we appreciate that from time to time, applicants may not be satisfied with the process or the solution. If this occurs, and you have a complaint about the service we provide, we have a resolution process in place to address your concerns.

You can lodge your complaint through several channels. You may do this verbally or in writing. If you choose to lodge the complaint by email or mail, please make sure you include as much information as you can. You should explain the details of your complaint as clearly as you can.

Step 1: Please contact your Rate Money Mortgage Manager in the first instance as many disputes can be resolved relatively quickly. Your Rate Money Credit Representative will have five business days in which to try and resolve the dispute.

Step 2: If you are not satisfied with the outcome or the way in which your complaint has been handled then you can escalate the complaint. Please contact our complaints officer on 1300 936 668 or email enquiries@ratemoney.com.au. Please provide us with as much detail as possible so we can address promptly and hopefully resolve it to your satisfaction.

Our External Dispute Resolution

If you are not satisfied with our response, you may refer the matter to the Australian Financial Complaints Authority (AFCA). The Rate Money AFCA Membership number is 72448.

Email: info@afca.org.au
Phone Number: 1800 931 678
Address: GPO Box 3 Melbourne VIC 3001

AFCA is a no-charge external independent dispute resolution service. Access to AFCA is subject to AFCA's Rules and eligibility requirements. Not all commercial borrowers are eligible to have disputes considered by AFCA