



Credit Guide

Bmoney Group Pty Ltd

ACN 632 838 058

Australian Credit Licence Number 541423

November 2024

About Us

Bmoney Group Pty Ltd (Bmoney) is a privately owned company and holder of an Australian Credit Licence, Number 541423, licensed under the National Consumer Credit Protection Act 2009.

As a client of Bmoney, we will work with you to provide superior credit assistance suitable for your personal situation, needs, requirements and objectives. We will always act in your best interests and on your behalf, not on behalf of the finance providers.

References in this Credit Guide to 'me', 'I', 'us', 'we', 'their' and 'our' should be read as either Bmoney or your Representative and their company as Authorised Credit Representative of Bmoney.

About this Document

This Credit Guide (CG) provides information about us, our Credit Representative, and our services. It is required by law that this CG is given to all clients before providing any credit assistance.

This document contains important information about:

- Who we are and our contact details;
- Process we follow when providing credit assistance;
- How we, our Credit Representatives and our associates are paid;
- How we handle your personal information;
- Any potential conflicts of interest; and
- How complaints are resolved.

Bmoney is required to provide this document to you as soon as practicable after it becomes apparent that we are likely to provide credit assistance to you.

Please take a moment to thoroughly read this CG and retain it for future reference, as it contains important information that you should read and understand to assist you in making an informed decision about our services before engaging in them. Please contact us for clarification if you have any questions about this CG.

Your Credit Representative

Natasha Tanti (ASIC ACR No 560869) offers you credit assistance as an Authorised Credit Representative of Bmoney and as a representative of Loan and Finance Agency Pty Ltd ABN 66 678 688 278 (ASIC CAR No 561652).

You can contact Natasha directly at natasha@bmoney.com.au

Our Responsible Lending Obligations

Your Credit Representative will work with you to determine and achieve your financial objectives. Before we suggest or assist you with entering into a credit contract, including increasing the credit limit of an existing loan, we must assess if that credit contract will be unsuitable for you. The assessment will be conducted prior to considering the appropriate lending options available to you and will involve the collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract.

To do this, we will need to ask you a series of questions and verify this information, including:

- Make reasonable enquiries about your current financial situation;
- Make reasonable enquiries about your loan requirements and objectives; and
- Take reasonable steps to verify your financial situation

A credit contract will be unsuitable if, at the time of providing credit assistance:

- It is likely that you will be unable to comply with your financial obligations under the contract or could only comply with substantial hardship; or
- The contract or increase will not meet your requirements or objectives at that time.

Once completed, this Preliminary Assessment is only valid for 90 days. You can request a copy of this document within 7 years from the date the assessment was conducted at no charge.

Lender Panel

We source finance from a panel of lenders. The following are the lenders with which we generally conduct the most business:

- NAB
- Pepper Money
- ANZ
- Firstmac
- Resimac

Fees Payable By You

We may charge a fee for providing credit assistance to you. If applicable, details about all fees payable will be provided in a Credit Quote before providing credit assistance.

You may have to pay other fees and charges (such as application fees, valuation costs and additional applicable fees) to the lender or other parties. You should review the loan contract documentation for further details of such fees and charges.

We may receive additional commissions or bonuses from lenders or lessors relating to the volume of finance that we arrange. Such payments depend upon several factors and cannot be quantified at this point.

How We Are Paid

We receive commissions from lenders and lessors who provide finance for our clients. These are not fees payable by you.

All fees and commissions will be provided to you in a Statement of Credit Advice prior to providing credit assistance and applying for finance.

Credit Representative Remuneration

Your Credit Representative is paid a commission. From time to time, your Credit Representative may receive a non-commission benefit through training, professional development, entertainment, gift, conference attendance or sponsorship.

Other Remuneration Arrangements

We may obtain referrals from various sources, including existing clients, accountants, financial planners, real estate agents and other people, and if you were introduced or referred to us, we might remunerate the referrer.

Details of any such remuneration will be disclosed at the time of providing credit assistance in the Statement of Credit Assistance.

Complimenting Services

Your Credit Representative may provide services other than credit assistance under another business name or corporate entity. Where they may offer these other services, you should understand that these other services are not provided under Bmoney's Australian Credit Licence.

You should always conduct your own enquiries into any services referred to you by your Credit Representative which are outside the responsibility of Bmoney.

Things You Should Know

We do not provide legal or financial advice. You must understand your legal obligations under the proposed credit contract and the financial consequences of the debt. If you have any doubts, you should obtain independent financial and legal advice before you enter into any credit contract.

We do not make any representations about the current value of any real estate you finance through us, or the future prospects of its value. You should always rely upon your own enquiries.

Complaints Procedure

Bmoney is committed to providing quality credit assistance and service and takes all complaints seriously. If you have a complaint or concern about the credit assistance and service provided to you, please contact our Complaints Manager on 0499 800 743 or info@bmoney.com.au.

We will acknowledge your complaint in writing within 1 business day of receipt and will try to resolve your complaint quickly and fairly within 30 days of receipt.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (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
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Your Privacy

Bmoney is committed to protecting your personal information.

Our Privacy Policy aims to ensure that you understand how we collect, maintain, use and disclose your personal information and how we comply with the Australian Privacy Principles. Bmoney's Credit Representatives keep records containing the personal information you have provided and documents and details of your financial situation.

We also keep records of credit assistance recommendations provided to you for 7 years. On request, we will provide you with copies of these documents, although a fee may apply in respect of any costs that we incur in doing so.

A copy of our Privacy Policy is available at <https://www.bmoney.com.au/>. You can contact our Privacy Officer if you have any questions on privacy related matters. For more privacy information, you can also visit the Australian Information Commissioner's website at www.oaic.gov.au.

Contact Us

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