

SCU More
Generous
Banking

Credit Guide

Sydney Credit Union Ltd

ABN 93 087 650 726

Australian Credit Licence Number 236476

AFSL No.236476

Date **1 November 2018**

Information in this brochure is current from the above date.

Your Credit Union Credit Guide

Sydney Credit Union Ltd. (SCU) 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 Consumer 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

SCU provides loans to its members only.

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, and
- 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 have the right to request a copy of our assessment of your suitability.

You may request a copy of the credit assessment up to 7 years after the day on which the credit contract is entered or the credit limit is increased.

Note: you are only entitled to receive a copy of your assessment if your loan is approved or credit limit increased.

You have other rights to access personal information we collect about you under the provisions of the Privacy Act 1988 (Cth). Please refer to our Privacy Disclosure Statement which is available on request by contacting us on 13 61 91 or on our website www.scu.net.au/site-assistance-privacy.html

What to do if you have a Complaint

Contact our Member Contact Centre on 13 61 91.

SCU has an internal dispute resolution 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.

Details of our internal dispute resolution process can be provided on request at any of our Branches or by contacting us on 13 61 91.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with 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

Phone: 1800 931 678 (free call)

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

AFCA can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us.

AFCA cannot deal with your dispute unless you have attempted to resolve the problem with us first.

Potential Benefits to Employees

Our representatives are salaried employees, however they may also receive an incentive payment based on achieving certain mortgage sales targets.

About this Credit Guide and Updates

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.

More Information on Borrowing From Us

For general information about borrowing (including loans calculators to help you understand the effect of interest rates and fees and different loan options) go to our website scu.net.au

How to Contact Us

Please contact us or give instructions in relation to any of your credit union accounts or services by:

Mail: **SCU**
PO Box 444, Blacktown NSW 2148

Telephone **13 61 91**

Fax: **(02) 9678 2181**

Email: **enquiries@scu.net.au**

Website: **scu.net.au**

Branches: **See our website for full details**



scu.net.au