

LICENSEE Grange Finance (Aust) Pty Ltd ("licensee") ABN 83 081 377 657

Australian Credit Licence Number: 386734

Address: 15 Bond Street, Caulfield North Victoria 3161

Tel: 0427 666 672 Email: andrew@grangefinance.com.au

Mortgage
Aggregator

Penney Pty Ltd ACN 071 979 498 as trustee for the Pennley Unit Trust trading as
Choice Aggregation Services (Choice). credit Representative Number: 392528

Asset Finance
Aggregators

National Finance Choice Pty Ltd, Australian Credit Licence 423002
College Capital Australia Limited ABN 87 613 138 113

This Credit Guide and Privacy Statement provides you with information about our activities and those of our credit representatives. It contains information about various fees and charges that may be payable by you to us, as well as about 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 the steps you can take should you have a complaint or dispute in connection with our services.

WHAT IS CREDIT ASSISTANCE?

We provide you credit assistance when:

- we assist you to apply for a particular loan or lease;
- we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan); or
- we suggest you remain in your current loan or lease.

THE ASSESSMENT WE NEED TO COMPLETE BEFORE PROVIDING YOU CREDIT ASSISTANCE

Before we provide credit assistance to you, we assess whether the particular loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

- the loan or lease or increase will meet your requirements and objectives; and
- you can meet the proposed repayments.

We won't be able to provide you credit assistance if our assessment shows that:

- you won't be able to meet the proposed repayments without substantial hardship; or
- the loan or lease won't meet your requirements or objectives.

OBTAINING A COPY OF OUR ASSESSMENT

If we provide you with credit assistance, you can ask us for a copy of our assessment any time up to 7 years after we provide you with credit assistance. To request a copy please contact us and we will provide you with a copy within the timeframes outlined below:

- within 7 business days after the day we receive your request - provided you make the request within 2 years of the date of our credit assistance quote; or
- otherwise, within 21 business days after the day we receive your request.

However, it is our policy that we provide you with a copy of our Assessment at the time credit assistance is provided and we will seek an acknowledgement from you that it has been received.

INFORMATION ABOUT THE LICENSEE AND THE LENDER PANEL

Grange Finance is authorised to engage in credit activities including providing credit assistance and acting as an intermediary.

Subject to meeting credit criteria, we are able to assist you in obtaining a loan or lease from a broad range of lender and lessors through our Aggregator (s).

The Grange Finance Lender Panel for Mortgages consists of the following lenders:

Lender Name	Lender Name	Lender Name
AMP Bank	Citibank	ME Bank
ANZ Bank	Commonwealth Bank	Mortgage Mart
Australian Financial	Credit Union SA	My State
Australian First Mortgage	First Mac	National Australia Bank
Auswide Bank	Heritage Bank	P & N Bank
Bank First	Homeloans Limited	Pepper Money
Bank of Melbourne	Homestart Finance	St George Bank
Bank SA	ING Bank	Suncorp
Bankwest	Keystart	Virgin Money
Better Choice	La Trobe	Westpac Bank
Beyond Bank	Liberty Financial	Heartland Seniors Finance
Bluestone	Loan Avenue	Mortgage Ezy

The information below provides details about the lenders or lessors with whom we generally conduct :

GRANGE FINANCE (listed in order of most used to 30/6/2020)	OUR MORTGAGE AGGREGATOR (listed in order of most used)
1.BANK FIRST (48.78%)	1. ANZ (18.40%)
2. CBA (15.35%)	2. ChoiceLend (12.10%)
3.ANZ (12.05%)	3. Commonwealth Bank (10.17%)
4.RESIMAC (8.62%)	4. National Australia Bank (9.53%)
5.MY STATE (6.75%)	5. Westpac (7.80%)
6.ADELAIDE BANK (3.10%)	6. Bank of Melbourne (7.38%)
No. of lenders used over last 12 months = 6	No. of lenders used over the last 12 months= 33

OWNERSHIP

Grange Finance (Aus) Pty Ltd is a privately owned company, there are no lenders with a financial holding within the company. We obtain mortgage aggregation services from Pennley Pty Ltd and asset finance aggregation services from both National Finance Choice and College Capital Australia. Pennley Pty Ltd is owned by Loan Market Group, National Finance Choice is owned by McMillan Shakespeare Group Pty Ltd and College Capital Australia Ltd is owned by its members. Each business provides NewCo with business services which include IT, loan information & lodgement systems, training & development, commission processing, conferences & professional development events, and assistance with regulatory and compliance obligations. In consideration for these services, we may pay the Aggregators either a fee or a share of commission derived from loans we arrange. We have access to the panel of lenders from each of the above companies, including Aggregator branded products.

CREDIT GUIDE

We may charge a fee for providing credit assistance. More details about those fees will be set out in a written "Quote" we will give you before we provide credit assistance.

FEES PAYABLE IN RELATION TO ACTING AS A CREDIT REPRESENTATIVE

We may receive remuneration from our Aggregators. We usually do not charge you any fees or charges in relation to acting as a credit representative, however if a fee is to be charged, the information will be provided in a Quote document.

OTHER FEES AND CHARGES

You may have to pay other fees and charges (such as application fees, valuation fees and other fees) to the lender, lessor or other parties. You should review our credit proposal disclosure document and your loan contract or lease for further details of any other fees and charges that might be payable by you upon entering into a new loan or lease.

COMMISSIONS

COMMISSIONS WE RECEIVE FROM OUR LICENSEE

Our Aggregators receive commission from lenders and lessors and pay us commission in relation to the loan contracts or leases for which we act as a credit representative and provide credit assistance. The total amount of commission we may receive in relation to your loan or lease will vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you choose and the amount and timing of the repayments you make.

Loan Contracts such as Home Loan, Investment Property Loans and Personal Loans

Upfront commission payable by lenders in relation to home loans and investment property loans is calculated as a percentage of the loan amount and is generally in the range of 0% and 1% of the loan amount. It is usually paid after the loan settlements.

Trail commission payable by lenders in relation to home loans and investment property loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of 0% and 0.6% per annum of the outstanding loan amount.

Leases

Upfront commission payable by the lessor in relation to leases is calculated as a percentage of the lease amount and is generally in the range of 0% and 5% of the lease amount. It is usually paid after settlement of the lease.

Trail commission is generally not payable in relation to leases.

Further details of the commission earned by us will be included in the credit proposal disclosure document we give you at the same time as we provide you with credit assistance.

You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commission that will be payable.

VOLUME BONUS ARRANGEMENTS

We or our Aggregators do not receive any volume based benefit for residential home loan products, however from time to time we or our Aggregators may receive a benefit, directly by way of cash bonuses, additional commission or indirectly by way of training, professional development days or sponsorship, if we or our Aggregators write a particular volume of loans by those lenders.

CREDIT GUIDE

COMMISSIONS PAYABLE BY US

If a third party has introduced you to us or referred you to us, we may pay them a commission or a fee. More detail about those payments will be set out in the credit proposal disclosure document we give you when we provide credit assistance.

We may obtain referrals from a range of sources, including real estate agents, accountants, financial planners or other people.

Further information about referral commissions, including our reasonable estimate of the amount of any commission payable and how it is calculated is available from us upon request and will be included in the credit proposal disclosure document we provide you when we provide with credit assistance.

OTHER DISCLOSURES - BROKER BENEFITS AND TIERED SERVICING

In line with industry reforms, we are required to keep a register of benefits from any lenders or aggregators to the value of \$100 or more which is kept current (over a rolling 12 month period and stored for 3 years). In the interest of transparency and good customer outcomes, you may request a copy of this register to ensure there are no lender conflicts.

We have access to service programs available from some residential home loan providers. We access these services based on a number of measures. These programs promote preferential services to a customer and do not entitle us to additional payments or commissions or to preferential customer discounts.

DISPUTES OR COMPLAINTS

WHAT TO DO IF YOU HAVE A DISPUTE OR COMPLAINT?

We are committed to providing our clients with the best possible service. If at any time we have not met our obligations - or you have a complaint about any of our services - please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

HOW TO MAKE A COMPLAINT AND THE COMPLAINTS PROCESS?

If you have a complaint, we request you follow these steps:

1. In the first instance please contact your credit representative.
2. If your complaint has not been resolved to your satisfaction within 5 business days or if your complaint is about the service we have provided you, please contact Andrew Walmsley at Grange Finance.
 - o Telephone: 0427 666 672
 - o Email: andrew@grangefinance.com.au
 - o Mail: PO Box 3084, Cotham VIC 3101
3. If you are having difficulties managing your debts, you can see free assistance from the National Debt Helpline on 1800 007 007 or via their <https://ndh.org.au>.

THIRD PARTY PRODUCTS OR SERVICES

CREDIT GUIDE

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will deal with your complaint under their complaints resolution process.

If you are not satisfied with the resolution of your complaint by the third party under the complaints process, you are entitled to have your dispute considered by the Australian Financial Complaints Authority. Please contact the third party for further details.

KEEPING YOU INFORMED

We will acknowledge receipt of your complaint within 5 business days. If unable to resolve the complaint into your satisfaction within 5 business days, we will write to you advising the procedure we will follow to investigate and deal with your complaint.

Within 45 calendar days from the date you lodge the complaints with us, we will write to you advising you the outcome of the investigation and the reason(s) for our decision, or if required, we will inform you if more time is needed to complete the investigation.

STILL NOT SATISFIED?

If you do not think we have resolved your complaint to your satisfaction, you may take the matter - free of charge - to the Australian Financial Complaints Authority (AFCA). You may refer the matter to the Australian Financial Complaints Authority (AFCA) at any time, but if our internal process is still in progress, AFCA may request that our internal process be completed before considering the matter. Grange Finance is a member of AFCA.

You can contact the **Australian Financial Complaints Authority (AFCA)** as detailed below, AFCA provides fair and independent financial services complaint resolution that is free to consumers, they can be contacted via:

Telephone: 1800 931 678

Email: info@afca.org.au

Website: <http://www.afca.org.au>

Mail: GPO Box 3, Melbourne VIC 3001