

# Responsible lending disclosure document

## Credit Guide/Quote/Proposal Document/Written Assessment

### Get That Group Pty Ltd ABN 22 194 712 578 (GTG)

Australian Credit Licence 514541

**Our business model is based on dealings with consumers in an efficient, honest and fair manner at all times and if a consumer does not wish to proceed prior to entering into a loan contract there will be no cost or obligation on behalf of the consumer towards GTG.**

#### Credit Guide

This Credit Guide is designed to help you in deciding whether to utilise our services as a credit assistance provider.

**What credit assistance do we offer:** We provide credit assistance for consumer asset finance and personal loans for example to assist with the purchase of motor vehicles & leisure assets.

**Accreditations:** We conduct business with more than six credit providers when providing credit assistance. The names of the 6 credit providers with whom we conduct most of our business are detailed below.

Australian Financial Services ABN 73 003 622 375	ACL 383762.
Macquarie Leasing Pty Ltd ABN 38 002 674 982	ACL 394925
Pepper Asset Finance Pty Ltd ABN 56 165 183 317	ACL 458899
Latitude Automotive Financial Services ABN 80 004 187 419	ACL 392178
Money3 Loans Pty Ltd ABN 36 108 979 406	ACL 389067
Secure Funding Pty Ltd ABN 25 081 982 872	ACL 388133

*These credit providers only represent a limited number of lenders who offer the type of credit sought by our clients. We predominantly use these 6 credit providers and therefore we do not represent ourselves as being completely independent nor do we represent to act on your behalf to broker the type of credit you seek to a wider market.*

**How we aim to resolve disputes:** - If we make a mistake or our service doesn't meet your expectations, we want to know.

Step 1. Finance Manager -The finance manager who you deal with regarding your loan application is your first point of contact for raising concerns. They will do their best to solve your problem on the spot.

Step 2. Customer Service Centre

If your concern can't be resolved in 48 hours, our complaints officer will take responsibility to work with you to resolve your questions quickly. You can also contact the complaints officer if you are unhappy with the response you received from one of our finance managers.

We aim to resolve the majority of complaints within five business days. If your complaint will take longer to resolve, we will update you progressively and undertake to provide a final response within 21 days.

**Contact:** Phone 1300 799225 (9am-5pm AEST weekdays);

Email: [info@getthatcarloan.com.au](mailto:info@getthatcarloan.com.au)

Mail: Get That Group Pty Ltd  
5/36 Commercial Drive Ashmore  
QLD 4213

#### If we can't resolve your concern

##### Australian Financial Complaints Authority (AFCA)

If you are still not satisfied with the outcome of your complaint, you can contact the Australian Financial Complaints Authority (AFCA) for an independent review. Their services are free of charge.

**Contact:** Mail GPO Box 3 Melbourne VIC Phone 1800 931 678 Email [info@afca.org.au](mailto:info@afca.org.au)

Internet: [www.afca.org.au](http://www.afca.org.au)

**Fees Payable by the client:** Origination fee is payable by the client to GTG of up to \$990 inclusive of GST, as consideration for the expenses incurred and time spent in organising and processing the loan. GTG may, at its discretion reduce the amount of brokerage. Brokerage is to be paid at the time of settlement of the loan by disbursement on the credit contract or other method as approved by GTG.

No fee is payable if the client does not enter into a credit contract arranged by GTG with a credit provider or if the loan sought is not approved.

**Financial and other benefits to be received by GTG and others:** If the application proceeds to settlement then GTG may receive a financial benefit from a person other than the client as follows: -Commission paid by a credit provider to Get That Group Pty Ltd is based on either : -

1) the sum of: A fixed base fee; and a percentage of the interest payable at the contract written rate over and above the interest payable on the minimum rate as determined by the Credit Provider; and an additional amount based on a percentage of the above two items may also be payable, however this is unknown at the time of entering into the contract.  
Or 2) a benefit of between 0 to 9.75% (plus GST) of the net amount financed. And a volume bonus may also be payable

GTG has the capacity to reduce the maximum recommended rate as determined by the various credit providers, which in turn reduces the benefit to be received by GTG.

Employees of GTG receive a salary and may receive incentive or performance outcome bonuses.

### **Payments to Third Parties**

Where the applicants loan is processed by GTG based on credit assistance provided by a third party holder of an ACL, or an authorised credit representative, GTG may provide a portion of the brokerage payable and a percentage of the commission received by GTG to the ACL holding referrer or authorised credit representative.

Where the applicant is referred to GTG by an approved referrer then GTG or the authorised credit representative may pay the referrer a referral fee comprising a portion of the brokerage payable and a percentage of the commission received.

### **General**

On request, you may obtain additional information from us about the fees and charges payable, a reasonable estimate of the commissions likely to be received by us or the volume bonus arrangements in place or a reasonable estimate of the amount of commission we pay to a third party.

### **Quote**

Refer *Fees Payable by the client*.

**If you do not proceed with a loan facility originated by us there is no fee payable.**

Name of Fee:-Origination Fee

Maximum Amount: - \$990 including GST

Payable once only and only in the event of you proceeding with a loan settlement through us.

### **Proposal Document**

This document outlines the costs to the consumer of using our services, including any commissions we may receive or pay under *Fees Payable by the client, Financial and Other Benefits, Payments to Third Parties* and *General*.

Where we have provided credit assistance and prior to you signing any loan documentation you will be provided with the relevant credit providers disclosure documentation including, credit providers credit guide, terms and conditions and financial table that outlines all fees, charges, interest rates and repayment schedule.

Based on various lenders pricing matrices most of this information is not ascertainable until we have submitted a credit application and obtained credit and pricing approval.

### **Written Assessment**

We must make a preliminary credit assessment whether the proposed credit contract is not unsuitable after making inquiries about your financial situation and requirements and objectives that we believe are relevant to the credit you are applying for. You can request a copy of our preliminary assessment and we will provide within 15 days so long as the request is within 7 years of our quote

### **Questions?**

If you have any questions about this responsible lending disclosure document or anything else about our services, just ask at any time. We're here to help you.