

Credit Guide

3 February 2012

Police Credit contact details

Telephone: 13 63 73

Facsimile: 03 9268 9230
03 9268 9294

home and investment loans
credit cards, overdrafts, car
and personal loans

Mail:

Police Credit
PO Box 669
CARLTON SOUTH VIC. 3053

Police Association Credit Co-Operative Limited
ABN 33 087 651 661/Australian Credit Licence 240293



Police Credit
Securing your future

Police Association Credit Co-operative Limited
ABN 33 087 651 661/Australian Credit Licence 240293 has
an Australian Credit Licence authorising us to provide credit
products such as home loans, car and personal loans,
overdrafts and credit cards.

This Credit Guide provides you with an understanding of what
to expect from us when we provide credit to you and includes
information about some of our obligations under the National
Consumer Credit Protection Act 2009 (“the National Credit
Act” and the Act’s National Credit Code.

You may also receive other documents when we provide
services or credit to you.

BORROWING MONEY FROM US

POLICE CREDIT 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 a credit 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 OBLIGATIONS 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 attain a reasonable
understanding of your need for credit as well as your ability
to meet the repayments, fees, charges and transaction costs
associated with the proposed credit contract.

The extent of the enquiries 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 seven (7) years after the day on which the credit contract is entered into or the credit limit increased.

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

You also 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 Policy and Privacy Statement, which are available on our website or over the counter at any of our branches.

DISPUTE RESOLUTION PROCEDURES

Police Credit 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.

Our internal system can be accessed by simply contacting us on telephone **13 63 73** and speaking to a representative.

In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of the complaint, the complaint may be referred for an external resolution to the Financial Ombudsman Service who can be contacted at telephone **1300 780 808** or by writing to FOS at GPO Box 3, Melbourne Vic. 3001. They can also be contacted via their website at **www.fos.org.au** which provides online complaint forms.

The Financial Ombudsman Service can offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us. The service is available at no cost to you.

UPDATING THIS CREDIT GUIDE

All details are current at 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.

FOR 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 loans options) go to our website at: **www.policecredit.com.au**

