

Credit Guide

About Us

My name is Jack Silber. I am the director and an authorised credit representative of Flag Financial Pty Ltd, holder of Australian Credit Licence 390996.

The company trades as **fast forward finance brokers**, also known as **3fb**

This document provides you with information relating to 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 what you should do if you have a complaint or dispute in connection with our services as a credit representative.

What Is A Credit Representative?

A credit representative is a person who has been authorised by a credit licensee to engage in specified credit activities on behalf of the licensee.

What is Credit Assistance?

We give 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.

What Assessment Do We Do Before Providing You With 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 give 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 seven years after we provide you with a credit assistance quote. To request a copy please contact us. We will provide you with a copy:

- 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.

Information About The Licensee And Its Credit Representatives

We are holders of Australian Credit Licence 390996. We are authorised to engage in credit activities including providing credit assistance.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases from a broad range of lenders and lessors through our broker group.

The following are the lenders or lessors with whom we generally conduct the most business:

- AMP Limited
- Bendigo and Adelaide Bank Limited
- Citibank
- Latrobe Financial Services Pty Ltd
- Pepper Money
- Wide Bay Australia Ltd

Fees Payable For The Provision Of Credit Assistance

We may charge a fee for providing credit assistance. If fees are charged more details about those fees will be set out in a quote which we will give to you before we provide you with credit assistance.

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 the disclosure documents and your loan contract or lease for further details.

Commissions We Receive

Flag Financial Pty Ltd may receive commissions directly from lenders and lessors in relation to 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 may vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you ultimately choose and the amount and timing of the repayments that you make.

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

Upfront commission payable by lenders in relation to loans is calculated as a percentage of the loan amount and is generally in the range of 0.3% and 1.0% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to 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 0.0% per annum to 0.25% per annum of the outstanding loan amount.

Leases

Upfront commission payable by lessors in relation to leases is calculated as a percentage of the lease amount and is generally in the range of 0.5% and 4.0% 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 will provide to 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 commissions that will be payable.

Volume Bonus Arrangements

Flag Financial Pty Ltd has no volume bonus arrangements.

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. We obtain referrals from a range of sources, including real estate agents, accountants, financial planners, individuals, and even other brokers.

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 on request and will be included in the credit proposal disclosure we will supply to you when we provide you with our credit assistance.

What To Do If You Have A Dispute Or Complaint

We are committed to providing our customers 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 that you follow these steps:

1. Contact us by telephone in the first instance. The number is **1300 087 046**. If your complaint cannot be resolved by this method, then;
2. Please email or post a detailed account of your complaint to admin@flagfinance.com or 32 Galeen Drive Burleigh Waters Qld 4220. You will receive a written response to your complaint within seven days of receipt of same. If you are still unsatisfied then;
3. You may contact our External Disputes Resolution Scheme

Third Party Products Or Services

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contract 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 their complaints resolution process, you are entitled to have your dispute considered by their External Dispute Resolution Scheme. Please contact the third party for further details.

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 relevant External Disputes Resolution Scheme (provided it is within the scheme's terms of reference) as detailed below. You may also refer the matter to the relevant External Disputes Resolution Scheme at any time, but if our internal process is still in progress, they may request that our internal processes be complete before considering the matter further.

Our external dispute resolution service provider is the Australian Financial Complaints Authority (AFCA), which can be contacted via:

- Telephone: 1800 931 678
- Online complaint to: info@afca.org.au
- Website: www.afca.org.au
- Mail: GPO Box 3, Melbourne VIC 3001

Please retain a copy of this Credit Guide for your records.