



# Credit Guide

Issued 1 September 2017

Credit assistance is provided by  
**QInvest**, an entity of QSuper.



**QSuper**<sup>®</sup>  
GROWING YOUR SUPER TOGETHER

This Credit Guide is designed to assist you to understand the credit services you will receive from QInvest Limited (ABN 35 063 511 580), holder of Australian Financial Services Licence and Australian Credit Licence number 238274.

QInvest Limited is ultimately owned by the QSuper Board (ABN 32 125 059 006 AFSL 489650) as trustee of QSuper (ABN 60 905 115 063) and is referred to in this document as 'QInvest', 'we' or 'us'.

This is a guide to our relationship with you and others, and includes information covering:

- the services we offer;
- how we are paid; and
- our complaints resolution process and how you can access it.

Under the *National Consumer Credit Protection Act 2009* we are required to provide this Credit Guide to you as soon as practicable after it becomes apparent that we are likely to provide credit assistance to you.

We provide credit assistance when we:

- suggest or assist you to apply for a particular credit contract with a particular credit provider; or
- suggest or assist you to apply for an increase to the credit limit of a particular credit contract with a particular credit provider; or
- suggest you remain in a particular credit contract with a particular credit provider.

## Our mortgage advisers

Our Lending Specialists are representatives of QInvest and receive a salary. They do not receive personal payments or commissions for the recommendation or sale of products. If they are eligible to receive any bonus, payment is based on the achievement of pre-determined business objectives, which focus primarily on client service standards, business revenue and individual performance.

## Preliminary assessment

### What we will need from you

When we provide you with credit assistance, we must not recommend credit products that are unsuitable for you.

To be able to determine which products to recommend to you, we are required to complete a preliminary assessment. When we make this assessment, we determine:

- your requirements and objectives – this includes the kind of loan you want, and for what purpose;
- your financial and relevant personal situation; and
- your ability to repay the loan that you are considering.

In assessing these factors, we are also required to take reasonable steps to verify some of the information you provide us.

This verification may include:

- asking you for copies of documents that demonstrate your financial situation – in some cases we may also need to sight original documents; and
- contacting third parties to assist in verifying the information that you provide.

We are required by law to determine that a credit contract is unsuitable for you at the time of conducting our assessment.

### **A credit contract is deemed unsuitable if:**

- the credit contract will not meet your requirements or objectives; or
- it is likely that you would only be able to comply with your financial obligations under the contract with substantial hardship.

It is therefore important that you provide us with as much information about your financial and relevant personal circumstances as possible. When you provide complete and accurate information we can provide you with assistance that is both timely and appropriate for your needs, objectives and financial situation.

You should read documentation, including the credit proposal we provide you, to ensure that the assistance provided is consistent with your personal circumstances.

## Obtaining a copy of your preliminary assessment

You can request a copy of your preliminary assessment, and we will then provide it to you:

- within seven (7) business days, if your request is made at any time during the first two (2) years of completion of the assessment; or
- within 21 business days, if your request is made between two (2) years and seven (7) years after the assessment was conducted.

There is no charge for requesting or receiving a copy of your preliminary assessment. We are not required to give you a copy if we did not provide credit assistance to you.

## What payments or benefits do we receive?

We receive upfront and ongoing payments by lenders when we introduce business to them.

The payments we receive are based on:

- the size of your loan's outstanding balance; and
- the particular loan product you have selected.

Before we assist you with an application for a particular lender's product, we will always provide you with a detailed estimate in dollar amounts of the payments we are likely to be paid by the lender. We will also provide you with an explanation of how this commission is calculated.

Some lenders may also pay us a bonus based on the amount of business that we and/or our Aggregator introduce to them. If you would like a detailed estimate of how much this would be for a particular lender for a particular product, we will provide this for you. We will also provide you with an explanation of how this commission is calculated.

The amounts we receive are paid to us either directly by the lender, or via our aggregator (for information about the aggregator, please refer to the section 'Other people we deal with'). They are not additional charges payable by you.

When your loan is repaid, ongoing payments from the lender and amounts we agree to share with you in respect of that loan cease.

With your consent, we may refer you to providers of other products or services such as personal or general insurance. When we refer you to someone else, some administration costs may apply. We will tell you about these if they apply in your situation. If you subsequently purchase a service or product, we may receive a payment from the provider of that service or product and they will tell you how much this payment is.

We receive no other payments or benefits from any lender or any other person.

We do not charge you or any other person a fee for any services that relate to credit assistance.

## The lenders we deal with

We source credit products from a range of banks, lenders and other credit providers. You can see a list of many of these lenders on our website at [qinvest.com.au/mortgage-broking/our-lender-panel](http://qinvest.com.au/mortgage-broking/our-lender-panel).

Most of the loans we have placed are with the following lenders:

- Commonwealth Bank
- ING Direct
- Macquarie Bank
- Westpac
- Suncorp
- Heritage

Please get in touch with us if you want more information about any of these lenders.

## Other people we deal with

### Our aggregator

In most cases, we gain access to the loan products we recommend to you through the services of an aggregator. The aggregator we use is Connective Broker Services Pty Ltd to whom we pay a monthly fee based on the number of accredited mortgage advisers we employ.

### QSuper Board

QSuper products are issued by the QSuper Board as trustee for QSuper. The members of the QSuper Board and the QInvest Board are the same. QInvest provides mortgage broking to QSuper members and their family and friends through the QInvest LoanFinder service. This service is provided under a commercial fee for service agreement.

## Privacy

In providing financial products and services to you, we may share your personal information with the QSuper Board, or any other related entity.

Our privacy policy is set out in the 'Your Privacy' factsheet which you can download from the QInvest website or through [this link](#). Alternatively, call us on 1300 360 750 and we will send you a copy.

## What if I have a complaint?

Providing you with quality service is very important to us, which is why we have procedures in place to deal with complaints fairly, transparently and quickly.

If you have a complaint about the credit assistance we have provided to you, please let us know about it as soon as possible via either:

- Phone: **1300 360 750**
- Mail: The Enquiries and Complaints Officer  
QInvest, GPO Box 200, Brisbane QLD 4001  
Letters should be marked 'Notice of enquiry' or 'Complaint'
- Website: [qinvest.com.au](http://qinvest.com.au).

We take complaints received very seriously and will do all we can to work with you to find a solution. We will write to you about our proposed resolution within 45 calendar days, if we have not already resolved your complaint within 5 business days of receiving it.

If you are unhappy with our response, or if you haven't received a response within 45 days, you can lodge a complaint with the Financial Ombudsman Service (FOS). We are a member of the FOS, which is an independent complaints resolutions organisation. You can contact the FOS at:

Phone: 1800 367 287  
Fax: (03) 9613 6399  
Mail: GPO Box 3, Melbourne VIC 3001  
Website: [fos.org.au](http://fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)

