

credit guide

About us

Australian Credit Licensee:

Bongiorno Finance Pty Ltd, ABN 60 113 136 379
Australian Credit Licence No. 389574
Level 2, 431 St Kilda Road, Melbourne VIC 3004
Telephone (03) 9863 3111

Bongiorno Finance Pty Ltd ("Bongiorno"), holds an Australian Credit Licence. Bongiorno will provide credit assistance to you and adhere to responsible lending obligations as required under the National Consumer Credit Protection Act 2009 (National Credit Act). This means that Bongiorno will:

- make reasonable enquiries about your financial situation, requirements and objectives;
- verify your financial situation; and
- make a preliminary assessment about whether a credit contract is not unsuitable for you

The purpose of this Credit Guide is to help you better understand our company and whether we're right for you.

We are not mortgage brokers

When providing credit assistance, Bongiorno Finance Pty Ltd, Australian Credit Licence No. 389574, and its representatives will only consider consumer loans from Westpac Banking Corporation. Unless we are also providing you with tax agent services, we will not be able to consider or advise you on consumer loans from other lenders. Tax agent services relate to advising you about tax matters.

part 1- bongiorno finance pty ltd

Part 1 of this Credit Guide contains the following information:

- responsibility for the services provided
- our obligation when providing credit assistance services Bongiorno provide
- a description of the parties Bongiorno is associated with
- commissions we may receive
- terms and conditions
- our dispute resolution process
- privacy statement

Where credit assistance is provided by one of our directors, this credit guide will only include part 1.

Where credit assistance is provided by one of our credit representatives, this credit guide will also include part 2 and will contain:

- the credit representative's name and contact details
- what services they are authorised to provide on behalf of Bongiorno
- the benefits that credit representatives receive.

responsibility for the services provided

Bongiorno holds Australian Credit Licence No. 389574 and is authorised to provide credit assistance in accordance with the National Consumer Credit Protection Act 2009. Bongiorno is responsible for the credit activities and conduct of its representatives.

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

our obligation when providing credit assistance services bongiorno provide

Under the National Consumer Credit Protection Act 2009, we must not provide credit assistance by suggesting that you apply (or assist you to apply) for:

- A particular credit contract with a particular credit provider
- An increase to the credit limit of a particular credit contract with a particular credit provider,

if the contract is unsuitable for you.

A contract will be unsuitable for you if, at the time we provide you credit assistance, or the contract entered into or the credit limit is 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; or
- the contract does not meet your requirements or objectives when it was entered into.

We must conduct a preliminary assessment about whether the credit contract will be unsuitable before we suggest that you apply for (or assist you to apply for) the credit contract.

In order to conduct a preliminary assessment, we will need to ask you questions and obtain information from you such as:

- your financial requirements and objectives which includes:
 - the purpose of the loan you are seeking
 - the amount of credit you are seeking
 - the term of the loan you are seeking
 - the loan features you require
- your personal and financial information such as:
 - your employment status and income
 - your dependants (if any) and family planning
 - your existing assets and liabilities
 - your expenses and your surplus cash flow

You may request a written copy of our preliminary assessment and we must provide you a copy (at no charge to you):

- Within 7 business days – if your request is made within 2 years after entering into the credit contract or of the credit limit increase; and;
- Otherwise, within 21 days.

We are not however required to provide a copy of the assessment if your request is made more than 7 years after entering into the contract or the credit limit increase, or the credit contract is not entered into or the credit limit is not increased.

a description of the parties bongiorno is associated with

Bongiorno sources loans from the following credit provider:

- Westpac Banking Corporation ("Westpac") - Westpac is a Credit Provider that will assess your application and if approved, offer you finance

Bongiorno is associated with ProLoan (Aust) Pty Ltd ("ProLoan"). ProLoan operates the ProLoan referral network. Under the network, credit licensees like Bongiorno refer clients within the medical profession to Westpac who can provide unique lending solutions tailored to medical professionals.

ProLoan is an Australian Credit Licensee that provides Bongiorno with training, assistance and access to its unique credit policy with Westpac for medical professionals.

Reminder



Home Building Insurance / Home Contents Insurance

Before you sign a contract of sale, always consider purchasing home building insurance with a general insurance provider to immediately safeguard the value of your new property.

Similarly, always consider taking out home contents insurance prior to settlement and before you move your valuable possessions to your new home.

Fees and charges you pay

Bongiorno does not charge you any fees or charges for credit assistance Bongiorno provides you. If Bongiorno intends to charge you a fee for the provision of credit assistance services, we will ask you to sign a Quote for your acceptance of the stated fee, before providing credit assistance to you.

Referral fees

Bongiorno does not pay a referral fee for third party referrals.

Commissions we may receive from Westpac

If you enter into a credit contract with Westpac for a proposed loan where we have provided credit assistance, Westpac will pay us upfront and ongoing commissions for our services after the loan is settled with Westpac.

Example: \$800,000 Residential or personal investment loan

Commission Type	Commission Rate	Commission Amount	GST Rate	GST Amount
Upfront	0.40% ¹	\$3,200	0.04% ¹	\$320
Ongoing	0.021% ³ per month	\$166.67 per month	0.0021% ³ per month	\$16.67 per month

Notes:

1. Upfront commission for standard home loans is paid on only the drawn loan amount (less any amount in the offset account linked to the loan) and is calculated three days after settlement.
2. A subsequent upfront commission payment will be paid where there is an increase in the drawn loan balance (net of offset) within the 12 months following settlement and that increase is referable to the original loan purpose.
3. Ongoing commission and GST is paid monthly and is calculated on the net amount owing on your loan, commencing the first month after your loan has settled.
4. Upfront and ongoing commission is paid by Westpac to ProLoan and passed on to Bongiorno.

Credit representatives

Credit representatives of Bongiorno receive a salary for the credit assistance they provide. Credit representatives may also receive a discretionary bonus from Bongiorno based on their adherence to Bongiorno's values and goals.

The value of these benefits cannot be ascertained.

Directors

Some directors of Bongiorno may also receive an indirect benefit for credit assistance provided by Bongiorno because of their ownership interest in ProLoan which may receive commissions from Westpac for maintaining the ProLoan referral network. The benefit is in the form of dividends paid by ProLoan. The value of these benefits cannot be ascertained.

Professional development

Bongiorno and its representatives may also receive an indirect benefit in the form of training or professional development provided by ProLoan. Such benefits may include the cost of flights, accommodation and attending training conferences. The value of these benefits cannot be ascertained.

further information about commissions

You may request from us (at no cost to you) a reasonable estimate of the commissions likely to be received, directly or indirectly, by Bongiorno, its directors and credit representatives and how they are worked out.

terms and conditions

Should you engage us to provide credit assistance services to you that results in an application for finance, the following explains the responsibilities of Bongiorno, ProLoan, or Westpac and you in the application process.

Your responsibilities

- You authorise Bongiorno to assist in arranging finance for you from Westpac based on the information provided by you, your accountant and your legal and financial advisers.
- To help Bongiorno assist you with your application for finance, you must provide Bongiorno with accurate, full and clear instructions and all relevant documents, act promptly and let Bongiorno know as soon as practicable after there is a change in your circumstances.

Bongiorno and/or ProLoan's responsibilities

- Bongiorno are not authorised to, and will not arrange for or advise you on, any deposit facilities unless the deposit facility is an offset account which is a mortgage offset account as defined by ASIC Corporations (Mortgage Offset Accounts) Instrument 2017/795 issued by ASIC (a copy of the Class Order may be obtained at www.asic.gov.au).
- As a Credit Assistance Provider, Bongiorno has no control over the success or otherwise of any finance application they assist you with. Approval of any finance application is solely at the discretion of Westpac.
- Neither ProLoan nor Bongiorno is liable for any claim, loss or damage incurred or suffered by you or any other relevant persons as a result of the following and to the extent that ProLoan and/or Bongiorno did not cause or contribute to any claim, loss or damage by its wrongful act or breach of contract:
 - (i) any delay with the approval of your finance application;
 - (ii) incorrect or incomplete transmission or any error in any application which has arisen directly or indirectly in connection with or as a result of an act or omission by you, your accountant and/or your legal and financial advisers; and
 - (iii) any action, representation, warranty or recommendation made by Westpac to you.

Westpac's responsibilities

- Westpac is responsible for preparing and providing you with the documentation for the finance Bongiorno assists in arranging for you. You should read the documentation carefully and seek independent legal and taxation advice before you enter into any finance contract.

These terms and conditions may be varied by written agreement between you and Bongiorno.

our dispute resolution process

Bongiorno welcomes any comments or queries you may have. Bongiorno has an internal dispute resolution procedure. We are also a member of the Australian Financial Complaints Authority (AFCA).

Internal dispute resolution

If, at any time, you consider your relationship with Bongiorno is not progressing satisfactorily, please contact the Compliance Manager on (03) 9863 3128 or put your complaint in writing to the Compliance Manager of Bongiorno Finance Pty Ltd, Level 2, 431 St Kilda Road, Melbourne, Victoria, 3004.

Details of your complaint should include the nature of the complaint, any relevant documents; representatives with whom you may have previously discussed your issue; relevant dates and times.

Wherever possible we will seek to immediately resolve your complaint. If we can't do this, we will send you within 1 business day a written acknowledgement of receipt of your complaint, whether we require any supporting information and inform you of our timing and procedures for investigating and handling the complaint.

We will attempt to provide you with a final written response within 30 days of receipt of your complaint (or within 21 days if your complaint is about financial hardship). If we cannot resolve your complaint in this time, we will write to you informing you why and that the complaint may be referred to the Australian Financial Complaints Authority (AFCA).

External dispute resolution

If the complaint can't be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA).

You can lodge a complaint with AFCA as follows:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

privacy statement

Bongiorno is committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy, which details our handling of information, is available upon request or by accessing our website <http://www.bongiorno.com.au>

The entity collecting the information

The identity and contact details of Bongiorno are:

Privacy Officer
Bongiorno Finance Pty Ltd
Level 2, 431 St Kilda Road
Melbourne VIC 3004
Phone: +61 3 9863 3111
Email: privacy@bongiorno.com.au

Circumstances of collection

Generally, we collect your personal information from you directly (for example, when we deal with you in person or over the phone, when you send us correspondence (including via email), when you complete a questionnaire, form or survey, or when you subscribe to our publications).

Sometimes it may be necessary for us to collect your personal information from a third party. For example, we may collect your personal information from your personal representative or a publicly available record, amongst other sources. We may also collect personal information about you from your use of our websites and information you provide to us through contact mailboxes or through the registration process on our websites.

We may also obtain credit information about you from credit providers and credit reporting bodies on your behalf if necessary for us to provide our services to you

Purposes of collection

Bongiorno collects and holds personal information for the purposes set out in the Bongiorno Privacy Policy.

Consequences of not providing us with the information

If you do not provide some or all of the personal information requested by us, we may be unable to provide you with our products or services.

Use and disclosure of information

We may use and disclose the personal information we collect about you for the following purposes:

- to assist Bongiorno in providing a product or service to you;
- completion of documentation and application forms;
- to consider and assess your request for a product or service;
- to provide you with information about our products or services, industry developments and invite you to seminars and marketing events;
- to maintain contact with our clients and other contacts (including alumni);
- for recruitment purposes;
- to protect our business and other clients from fraudulent or unlawful activity;
- to conduct our business and perform other management and administration tasks;
- to consider any concerns or complaints you may have;
- to manage any legal actions involving Bongiorno;
- to comply with relevant laws, regulations and other legal obligations; and
- to help us improve the products and services offered to our clients, and to enhance our overall business.

Who will the information be disclosed to?

The types of organisations to whom we may need to disclose your personal information to include:

- an entity within the Bongiorno group or a related entity;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, or other advisors;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing our payments, payment merchants and other financial institutions such as banks;
- if you are an employee, a contractor or supplier of services to a client, then we may disclose your personal information as part of providing services to that client;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- your guarantor, referee(s), employer or co-account holder;
- financial product issuers and credit providers;
- a debt collector; and
- anyone else to whom you authorise us to disclose it.

Overseas disclosure

We may disclose personal information to recipients that are located outside Australia in some circumstances. Any disclosure of personal information to overseas recipients will be in accordance with our Privacy Policy. These recipients may be located in India, Sri Lanka, the Philippines, Singapore, South Africa, Thailand, the United States of America, and the European Economic Area (EEA).

Your rights

Our Privacy Policy contains information about how:

- you may access the personal information we hold about you;
- you may seek the correction of your personal information; and
- you may complain about a breach of the Privacy Act, including the APPs; and
- Bongiorno will deal with a privacy complaint.

Marketing material

We may use personal information we collect from you to send marketing material from time to time, unless you elect not to receive the material. We will not provide your personal information to any third party other than in accordance with our Privacy Policy.