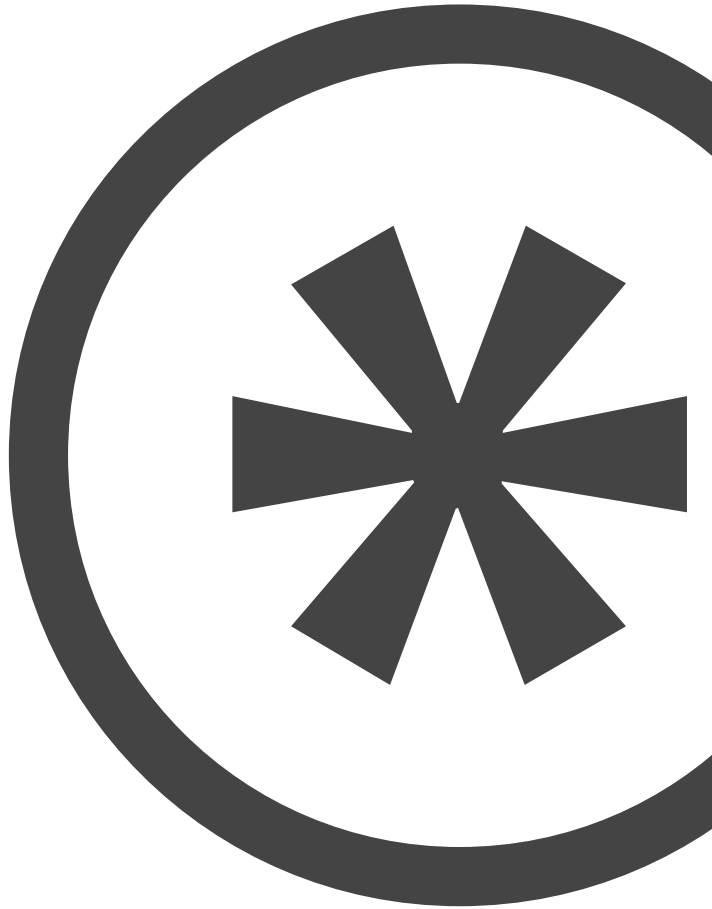


# Consumer lending

terms and conditions



1st July 2010

## **WARNING**

This document does not contain all the precontractual information we must give you. Your loan contract is made up of the Schedule and this brochure. You should read both before committing to your loan.

## **Offer may be withdrawn**

We may withdraw the offer set out in the Schedule and this brochure at any time before you accept it or may refuse to advance the amount of credit after acceptance if:

- we become aware that there has been a significant change to your financial position that will undermine your ability to service the proposed loan; or
- you fail to meet any of your obligations under your loan agreement.

## **What parts of this brochure apply to my loan?**

For home loans - read Parts A, B, D and E.

For personal loans - read Parts A, D and E.

For RediCredit - read Parts C, D and E.

## **Information about the Mutual Banking Code of Practice and the National Credit Code**

The relevant provisions of the Mutual Banking Code of Practice apply to this loan contract if the borrower is an individual. The Mutual Banking Code of Practice requires us to give you information about the current interest rate (the annual percentage rate) and current fees and charges applying to this loan whenever you request it.

References in this loan contract to the National Credit Code or to the information statement "Things You Should Know About Your Proposed Credit Contract" (ie Part E of this brochure) do not apply if the borrower has stated that the purpose of the loan is for investment or business purposes or if the borrower is not an individual.

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# Part A

## Home loans & personal loans - specific terms

For home loans see also Parts B, D and E.

For personal loans see also Parts D and E and, if the personal loan is secured by a motor vehicle mortgage, see also the Vehicle Mortgage terms and conditions.

### 1 Amount of credit

- 1.1 Subject to clause 2 and this loan contract, we agree to lend you up to the amount of credit specified in the Schedule.
- 1.2 Where any credit fee is to be paid from the loan amount and the amount of credit fee that is actually paid is less than the amount disclosed in the loan schedule, we will not advance the difference to you.

### 2 Funding pre-conditions

- 2.1 We will not lend you the amount of credit specified in the Schedule until, where specified in the Schedule:
  - (a) you give us a mortgage over the Mortgaged Property;
  - (b) the Guarantor gives us a guarantee that satisfies us;
  - (c) the Guarantor gives us a mortgage over the Mortgaged Property that satisfies us;
  - (d) you and the Guarantor take out any compulsory insurance, credit related insurance or mortgaged property insurance that we may reasonably require;
  - (e) your mortgage and the Guarantor's mortgage is stamped and, if appropriate, registered; and

- (f) you and the Guarantor prove to us that you have taken out the insurance referred to in clause 2.1(d).

- 2.2 You must arrange to draw the amount of credit within the time set out below unless:

- (a) the Schedule provides otherwise; or

- (b) we both agree on a later date.

The required time for drawing the amount of credit (measured from the date set out at the top of the loan schedule) is:

- (i) for personal loans: within 30 days; and
- (ii) for home loans: within 90 days.

If you do not draw the amount of credit within this time, we may terminate this loan contract.

- 2.3 If the annual percentage rate is fixed under this loan contract, then you must draw on the full amount of credit at the one time.

### 3 Repayments

- 3.1 You must repay the loan by making the repayments set out in the Schedule. However, this is subject to other terms of this loan contract, for example, if we increase repayments or if you are in default.

- 3.2 During any period that the annual percentage rate is fixed under this loan contract (**fixed rate period**) you are not permitted to make any repayment before the due date set out in the Schedule, unless you are paying out this loan in full in accordance with your statutory right to do so (with the exception of Teachers Advantage Home Loan).

- 3.3 Break costs are payable if, before the end of any fixed rate period:
- (a) you repay the loan in full;
  - (b) you become liable to repay the loan immediately because of your default;
  - (c) you switch from a loan with a fixed rate period to a variable rate loan.

Partial break costs are payable if, before the end of any fixed rate period, you partially repay the loan.

- 3.4 The formulae for calculating break costs and partial break costs are set out below:

Break costs (BC) are calculated as:

$$BC = af/r \times [1 - (1 + r/f)^{-T}] + R(1 + r/f)^{-T} - P$$

Where:

a = amount of each scheduled repayment

r = current reinvestment rate (ie the annual percentage rate for our equivalent fixed rate product at the time of early repayment for the balance of the fixed rate period)

f = frequency of repayments per year (eg 26 for fortnightly or 12 for monthly)

T = number of repayments remaining in the fixed rate period

P = principal - the amount owing at the time immediately before you make the early repayment (ie the unpaid balance under your credit contract)

R = remaining principal at end of fixed rate period if you had not made the early repayment

Partial break cost (PBC) are calculated as:

$$PBC = BC \times \text{principal amount repaid} / P$$

I.e. The Break Cost multiplied by the

principal amount repaid divided by the Principal

If the result of either of these formulae is \$0 or 'negative', no fee is payable and no refund is paid.

## 4 Interest charges

- 4.1 Interest and default interest (if any) is calculated as set out in clauses 15 and 16 respectively.
- 4.2 We will debit interest to your account on or about the same day every month. This day will not necessarily be the same day your repayments are due. We will also debit interest to your account on the day you pay the balance of the loan.
- 4.3 We will debit default interest to your account on the same days as we debit interest under clause 4.2.

## 5 Redraw facility

- 5.1 This clause 5 does not apply to your loan during any fixed rate period with the exception of Teachers Advantage Home Loan.
- 5.2 You can register to use the redraw facility on your loan account by completing and lodging the redraw registration form, which must be signed by you (or both or all of you, if there is more than one borrower).
- 5.3 Subject to your completion of a redraw registration form and acceptance by us, you may redraw excess repayments made to your loan, providing your account remains one payment in advance after the redraw. For the purposes of this clause 5, excess payments are those repayments which we inform you from time to time have exceeded the minimum repayments required to be made under your loan contract.

- 5.4 You may access the redraw facility by RediPhone (our interactive telephone service), by internet banking or by completing a personal and home loan redraw form (available on request).
- 5.5 The amount of the redraw will be debited to your loan and will accrue interest in accordance with clause 15.
- 5.6 If there is more than one borrower under this loan contract, you authorise us to process the redraw on the instructions of any of you until such time as any of you advise us, in writing, to the contrary.
- 5.7 Any attempted redraw that does not comply with this clause 5 will not be processed.
- 5.8 If a redraw fails to be processed:
- we are not required to give you any advance notice or reason for that failure; and
  - we are not liable for any loss resulting from the failure of the redraw to be processed for any reason.
- 5.9 In addition to our rights to vary this contract under Part D, we may also vary this loan contract at any time by varying the minimum amount under any redraw facility available under this loan.
- 6 Top-up**
- 6.1 This clause 6 does not apply to your loan during any fixed rate period.
- 6.2 You may request us to increase the amount of credit provided to you (as originally specified in the Schedule).
- 6.3 Any increase to the amount of credit are subject to our normal lending criteria and may be accepted or rejected at our absolute discretion. The minimum increase to the amount of credit is:
- \$2,000 for personal loans
  - \$25,000 for home loans (For Smart Home Loan, loan balance after top up must be \$150,000) (For Solutions Plus Home Loan, loan balance after top up must be \$250,000).
- 6.4 Any increase to the amount of credit will take effect on the date notified to you by us. If the amount of credit is increased:
- we will recalculate the new repayments which will apply, to ensure that your loan is repaid during its term - which means the subsequent repayments may be higher than your current repayments; and
  - we will give you written notice of your new repayment within 30 days.

## Part B

### Home loans - further specific terms

**Read this part only if you have a home loan.**

#### **7 Interest only period**

- 7.1 This clause 7 applies if your loan has an interest only period. This may be specified in the Schedule or subsequently agreed. No repayments of principal are required during an interest only period.
- 7.2 You may choose to cancel the interest only period and make repayments of principal and interest on your loan. You must give us not less than 14 days written notice of your decision to cancel the interest only period. Any

request to cancel the interest only period during a fixed rate period will be deemed to also be a request to switch from an annual percentage rate which is fixed to one which is variable.

- 7.3 If you cancel the interest only period prior to the end of the interest only period, a switching fee applies and early termination fees and break costs may apply.
- 7.4 You may also request us to extend the interest only period for a further period of up to 5 years, subject to clause 7.5. You must give us written notice of this no less than 14 days prior to the end of your current interest only period.
- 7.5 We have absolute discretion as to whether we will allow you to extend your interest only period. Any extensions of interest only periods will only be granted if the total interest only period under your loan does not exceed 10 years.
- 7.6 If you do not give us notice prior to the expiry of your interest only period in accordance with clause 7.4, at the end of the interest only period your loan will revert to a variable rate loan with payments of principal and interest.
- 7.7 Before the end of any interest only period:
  - (a) we will recalculate the repayments which will apply after the interest only period to ensure that your loan is repaid during its term - which means the subsequent repayments may be higher than the repayments during the then current interest only period; and

- (b) we will give you written notice of the new repayment amount at least 20 days before the first such repayment is due.

## 8 Repayment pause

- 8.1 This clause is to be read in conjunction with your rights under the National Credit Code to apply to us for temporary changes to the contract on the grounds of hardship or for the postponement of enforcement rights. Nothing in this clause 8 is intended to limit your statutory rights to apply on the grounds of hardship in any way.
- 8.2 A repayment pause is a period during which no payments are required on your loan. It is to be not less than 1 month and not more than the shortest of the following periods:
  - (a) 6 months;
  - (b) the amount of time you are absent from your employment;
  - (c) the period you request; or
  - (d) a shorter period we decide is appropriate.
- 8.3 You may request a repayment pause by writing to us only if you satisfy all of the following criteria:
  - (a) your loan is a variable interest rate loan secured by a residential mortgage; and
  - (b) your loan is **not** a fixed interest loan, Teachers Advantage Home Loan, Integris Loan Line of Credit or an Interest Only Fixed Loan;
  - (c) your loan is not currently subject to an interest only period or fixed rate period;
  - (d) it must be **at least** 12 months since the date of this loan and

- since any previous application by you for a repayment pause;
- (e) you must not have any **current or previous** arrears on this loan or any other loan with us;
  - (f) you must not have any unused available credit under a redraw facility when making a repayment pause application; and
  - (g) your repayment pause request must:
    - (i) be in writing signed by you (or both or all of you, if there is more than one borrower);
    - (ii) be received by us no later than 3 weeks prior to the proposed commencement of the repayment pause;
    - (iii) include evidence from your employer or a statutory declaration if you are self employed indicating the terms of the maternity, paternity, adoption or carer's leave being undertaken;
    - (iv) not request a repayment pause term longer than permitted under clause 8.2(a)-(b).
- 8.4 If we receive a repayment pause request from you we:
- (a) may decide not to grant it at our absolute discretion;
  - (b) may decide to grant it for a shorter time than you have applied for;
  - (c) will give you notice of our decision within 2 weeks.
- 8.5 During the term of any repayment pause:
- (a) no repayments are payable;
  - (b) interest will accrue and be debited in accordance with clauses 4 and 15 (this will increase the outstanding balance you owe).
- 8.6 Before the end of any repayment pause:
- (a) we will recalculate the repayments which will apply after the repayment pause, to ensure that your loan is repaid during its term - which means the subsequent repayments will be higher than repayments before the repayment pause; and
  - (b) we will give you written notice of the new repayment amount at least 20 days before the first such repayment is due.
- 8.7 When the repayment pause is over, you must make the new repayments.

## Part C

### RediCredit - specific terms

**Read this part only if you have RediCredit. See also Parts D and E.**

#### 9 Credit limit

- 9.1 Subject to clause 11 and this loan contract, we agree to make available to you credit up to the credit limit.
- 9.2 You agree not to exceed the credit limit.
- 9.3 We may reduce the credit limit to the balance of your account at any time. We do not have to notify you beforehand but we must notify you as soon as practicable afterwards.

## 10 Funding pre-conditions

- 10.1 We will not give you access to the credit limit until, where specified in the Schedule:
- (a) you give us a mortgage over the mortgaged goods;
  - (b) the guarantor gives us a guarantee that satisfies us;
  - (c) the guarantor gives us a mortgage over the mortgaged goods that satisfies us;
  - (d) you and the guarantor take out any compulsory insurance, credit related insurance or mortgaged property insurance that we may reasonably require;
  - (e) your mortgage and the guarantor's mortgage is stamped and, if appropriate, registered; and
  - (f) you and the guarantor prove to us that you have taken out all insurance we require.

## 11 Increasing the credit limit temporarily

- 11.1 This clause applies when:
- (a) you draw a cheque on your account; and
  - (b) payment of the cheque would result in you exceeding your credit limit.
- 11.2 You agree that presentment of your cheque for payment in the circumstances of clause 12.1 is your request to us to increase your credit limit temporarily.
- 11.3 If we pay your cheque, you agree that you will pay us, immediately, the amount required to reduce the balance of your account to the previous credit limit.

- 11.4 It is always entirely within our discretion to decide whether to pay on your duly presented cheque or not.

## 12 Exceeding the credit limit

- 12.1 You must make the repayments set out in the Schedule. However, this is subject to other terms of this loan contract, for example, if you are in default under clause 13.3.
- 12.2 In addition to the matters set out in clause 24, you are in default under this loan contract if you exceed the credit limit.
- 12.3 You must also pay us immediately the amount required to reduce the balance of the account to the credit limit.

## 13 Interest charges

- 13.1 Interest and default interest (if any) is calculated as set out in clauses 15 and 16 respectively.
- 13.2 We will debit interest monthly on the last day of each statement period and we may also debit interest on the day you pay the balance of the loan. If applicable, default interest is debited on the same days.

# Part D

## All loans - general terms

### 14 Calculating interest charges

- 14.1 We will calculate interest daily by multiplying the unpaid daily balance of the account at the end of the day by the daily percentage rate. The daily percentage rate is the annual percentage rate divided by 365.

## **15 Calculating default interest charges**

- 15.1 This clause 16 only applies if a default rate of interest is specified in the Schedule.
- 15.2 If you do not make a repayment when due, you must pay us default interest on the overdue amount.
- 15.3 We will calculate default interest daily by multiplying the overdue amount by the daily default percentage rate. The daily default percentage rate is the default rate of interest divided by 365.

## **16 Credit fees and charges**

- 16.1 We may debit to your account any credit fees and charges set out in the Schedule.

## **17 Payment issues**

- 17.1 If we do not receive value for a cheque, payment order or direct credit, we may:
- (a) reverse the credit; and
  - (b) charge you interest or default interest; and
  - (c) exercise any right or remedy under this contract, as if the repayment had never been made.
- 17.2 If you are liable to us under two or more loan contracts and do not tell us to which account we are to credit any repayment, we may credit the repayment to this loan contract or any of the other loan contracts as we choose.
- 17.3 We may apply any payment from you or the guarantor to enforcement expenses, default interest, credit fees and charges, interest or principal in the order we choose.

- 17.4 We may apply any payment from you or the guarantor to the most recent debit to your account.

## **18 Variation of annual percentage rates**

- 18.1 The Schedule may specify that the annual percentage rate is fixed for a period or this may be agreed subsequently. We will not vary the annual percentage rate during any fixed rate period, but we may vary it at any other time.
- 18.2 If a variation to the annual percentage rate increases your obligations, we must notify you on or before the day the increase takes effect by:
- (a) publishing a notice in a newspaper and sending you notification in your next statement of account; or
  - (b) giving you written notice.

## **19 Variation of interest calculations**

- 19.1 We may vary how we calculate interest or how often we debit interest.
- 19.2 If the variation increases your obligations, we must give you written notice at least 20 days before the increase takes effect.

## **20 Variation of credit fees and charges**

- 20.1 We may vary any credit fee or charge by changing its amount or method of calculation or the time or frequency of its payment. We may also add new credit fees or charges. Despite this, we may not vary the deferred establishment fee or break costs during any fixed rate period.
- 20.2 If the variation increases your obligations, we must notify you 20 days before the change takes effect by:

- (a) publishing a notice in a newspaper and sending you notification in your next statement of account; or
  - (b) giving you written notice.
- 20.3 If the variation does not increase your obligations, we will send you notification in your next statement of account.

## 21 Variation of repayments

- 21.1 We may vary:
- (a) the amount, frequency or time of repayments; or
  - (b) the method of calculating repayments; or
  - (c) the method of calculating the minimum repayment.
- 21.2 If any of these variations increase your obligations, we must give you written notice at least 20 days before the increase takes effect.
- 21.3 If a variation does not increase your obligations, we will notify you in your next statement of account.

## 22 Other variations

- 22.1 Except during any fixed rate period, we may vary this loan contract:
- (a) when the annual percentage rate stated in the Schedule is expressed as a reference rate plus or minus a margin - to increase or decrease that margin or the reference rate;
  - (b) when the Schedule does not state a default rate of interest, to add a default rate of interest to calculate default interest charges under clause 16;
  - (c) to increase or decrease the default rate of interest specified in the Schedule;

- 22.2 If any of these variations increases your obligations, we must give you written notice at least 20 days before the increase takes effect.
- 22.3 If the variation does not increase your obligations, we will send you notification in your next statement of account.

## 23 Default

- 23.1 You are in default under this loan contract if:
- (a) you do not make a repayment in full by the date it is due;
  - (b) you or the guarantor breach any term of this loan contract, the guarantee, any mortgage or any insurance policy that we require;
  - (c) the guarantee or any mortgage that we require is unenforceable according to its terms;
  - (d) the insurer terminates any insurance policy we require;
  - (e) you or the guarantor fail to renew on terms that satisfy us any mortgaged property insurance that we require;
  - (f) you become bankrupt;
  - (g) you seek to make an arrangement or composition with your creditors under a law dealing with bankruptcy; or
  - (h) you cease to be a member of the Credit Union.
- 23.2 If you are in default, we may send you a default notice. The notice will tell you:
- (a) what the default is;
  - (b) what you have to do to remedy the default; and
  - (c) that you will have at least 30 days from the date of the notice to remedy the default.

23.3 If you do not comply with the default notice, you become liable to pay us the balance of the loan immediately.

23.4 If you or the guarantor fails to do anything that this loan contract, the guarantee, any mortgage or any insurance policy requires you or the guarantor to do, we may:

- (a) do the thing as required;
- (b) do it in your name; and
- (c) do it at your expense and debit your account for the expense.

## 24 Enforcement expenses

24.1 We may charge you enforcement expenses we reasonably incur. We may debit these to your loan account.

24.2 An enforcement expense includes an expense for doing any of the following under this loan contract, any guarantee or any mortgage:

- (a) enforcing any right we have
- (b) attempting to enforce any right;
- (c) performing any of your obligations or those of any guarantor in accordance with clause 24.4;
- (d) protecting any right;
- (e) waiving any right;
- (f) contemplating the enforcement of any right; and
- (g) sending an arrears letter or default notice before commencing enforcement proceedings.

24.3 An enforcement expense also includes any expense we have to pay on the dishonour of a cheque or any other payment instrument given to us for a payment in relation to this loan contract.

## 25 Giving information to any guarantor

Your signing this loan contract also operates as a consent to us to give information about this loan contract to any guarantor.

## 26 Miscellaneous matters

26.1 Taxes and expenses

- (a) We may debit your account for any government tax or stamp duty.
- (b) You agree to pay our legal costs and expenses of any guarantee or mortgage specified in the Schedule.

26.2 Payment on a business day

If you must make a payment or do any other thing on or by a day that is not a business day, you must make the payment or do the other thing by the next business day.

26.3 Joint borrowers

If there is more than one borrower, each of you is liable to us separately for the balance of the loan as well as together.

26.4 Assignment

We may assign any of our rights under this loan contract, any mortgage or any guarantee. We do not need your consent to do so.

26.5 Information is correct

You represent and warrant that all information, representations and documents that you, or any person acting on your behalf, gave us about your loan application are true and correct.

26.6 Waiver

We may, in our sole discretion, waive a fee upon any incidence of it being incurred, without prejudice to our right to charge that fee or any other on any subsequent occasion that is incurred.

26.7 Severability

If any part of this loan contract is invalid, unenforceable or in breach of the National Credit Code, it is not included in this loan contract.

The remainder of this loan contract continues in full force and effect.

## 26.8 Assumptions

The amounts disclosed as repayments and credit fees and charges set out in the Schedule are estimates based on the following assumptions, as applicable:

- (a) we do not vary:
  - (i) the annual percentage rate during the term of this loan contract;
  - (ii) the way we calculate interest under this loan contract;
  - (iii) any credit fee or charge;
- (b) we do not introduce any new credit fee or charge;
- (c) you make repayments or pay credit fees and charges as required under this loan contract and
- (d) any day on which you are required to make a repayment or pay a credit fee or charge is a business day.

## 27 Definitions and interpretation

In this loan contract:

- (a) a reference to 'we', 'us' or 'our' means the Credit Union;
- (b) a reference to 'you' means each borrower and as applicable, each mortgagor;
- (c) a reference to the 'Terms and Conditions' means the terms and conditions set out in Parts A, B, C and D and E of this brochure (as applicable);
- (d) the 'Terms and Conditions brochure' means this brochure;
- (e) the 'Schedule' is the schedule you sign, which records the particulars of your loan contract;

- (f) the 'loan contract' means the Terms and Conditions and the Schedule together;
- (g) 'Commencement date' means the date the amount of credit is paid by us;
- (h) words or phrases have the same meaning as in the Schedule;
- (i) words and phrases have the same meaning as in the National Credit Code;
- (j) headings are for convenience only and do not affect the interpretation of this agreement;
- (k) words importing the singular include the plural and vice versa;
- (l) words importing a gender include any gender;
- (m) other parts of speech and grammatical forms of a word or phrase defined in this loan contract have a corresponding meaning;
- (n) a reference to a clause is a reference to a clause of this loan contract; and
- (o) a reference to a party to this contract includes that party's successors and permitted assigns.

## Part E

### Information statement

#### Things you should know about your Proposed Credit Contract

This statement tells you about some of the rights and obligations of yourself and your credit provider. It does not state the terms and conditions of your contract.

If you have any concerns about your

contract, contact the credit provider and, if you still have concerns, your credit provider's external dispute resolution scheme, or get legal advice.

## The contract

### 1. How can I get details of my proposed credit contract?

The credit provider must give you a pre-contractual statement containing certain information about your contract. The pre-contractual statement, and this document, must be given to you before:

- your contract is entered into; or
- you make an offer to enter into the contract;

whichever happens first.

### 2. How can I get a copy of the final contract?

If the contract document is to be signed by you and returned to your credit provider, you must be given a copy to keep.

Also, the credit provider must give you a copy of the final contract within 14 days after it is made. This rule does not, however, apply, if the credit provider has previously given you a copy of the contract document to keep.

If you want another copy of your contract, write to your credit provider and ask for one. Your credit provider may charge you a fee. Your credit provider has to give you a copy:

- within 14 days of your written request if the original contract came into existence 1 year or less before your request; or

- otherwise within 30 days of your written request.

### 3. Can I terminate the contract?

Yes. You can terminate the contract by writing to your credit provider so long as:

- you have not obtained any credit under the contract; or
- a card or other means of obtaining credit given to you by your credit provider has not been used to acquire goods or services for which credit is to be provided under the contract.

However, you will still have to pay any fees or charges incurred before you terminated the contract.

### 4. Can I pay my credit contract out early?

Yes. Pay your credit provider the amount required to pay out your credit contract on the day you wish to end your contract.

### 5. How can I find out the pay out figure?

You can write to your credit provider at any time and ask for a statement of the pay out figure as at any date you specify. You can also ask for details of how the amount is made up.

Your credit provider must give you the statement within 7 days after you give your request to the credit provider. You may be charged a fee for the statement.

### 6. Will I pay less interest if I pay out my contract early?

Yes. The interest you can be charged depends on the actual time money is

owing. However, you may have to pay an early termination charge (if your contract permits the credit provider to charge one) and other fees.

**7. Can my contract be changed by the Credit Union?**

Yes, but only if your contract says so.

**8. Will I be told in advance if my credit provider is going to make a change in the contract?**

That depends on the type of change. For example:

- you get at least same day notice for a change to an annual percentage rate. That notice may be a written notice to you or a notice published in a newspaper.
- you get 20 days advance written notice for:
  - > a change in the way in which interest is calculated; or
  - > a change in credit fees and charges; or
  - > any other changes made by your credit provider;

except where the change reduces what you have to pay or the change happens automatically under the contract.

**9. Is there anything I can do if I think that my contract is unjust?**

Yes. You should first talk to your credit provider. Discuss the matter and see if you can come to some arrangement. If that is not successful, you may contact your credit provider's external dispute resolution scheme. External dispute resolution is a free service

established to provide you with an independent mechanism to resolve specific complaints. Your credit provider's external dispute resolution provider is the Financial Ombudsman Service and can be contacted on 1300 780 808, [www.fos.org.au](http://www.fos.org.au) or GPO Box 3, Melbourne Victoria 3001.

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid.

You can also contact ASIC, the regulator, for information on 1300 300 630.

## Insurance

**10. Do I have to take out insurance?**

Your credit provider can insist you take out or pay the cost of types of insurance specifically allowed by law. These are compulsory third party personal injury insurance, mortgage indemnity insurance or insurance over property covered by any mortgage. Otherwise, you can decide if you want to take out insurance or not. If you take out insurance, the credit provider cannot insist that you use any particular insurance company.

**11. Will I get details of my insurance cover?**

Yes, if you have taken out insurance over mortgaged property or consumer credit insurance and the premium is financed by your credit provider. In that case the insurer must give you a copy of the policy within 14 days after the insurer has accepted the insurance proposal.

Also, if you acquire an interest in any such insurance policy which is taken out by your credit provider then, within 14 days of that happening, your credit provider must ensure you have a written notice of the particulars of that insurance.

You can always ask the insurer for details of your insurance contract. If you ask in writing your insurer must give you a statement containing all the provisions of the contract.

**12. If the insurer does not accept my proposal, will I be told?**

Yes, if the insurance was to be financed by the credit contract. The insurer will inform you if the proposal is rejected.

**13. In that case, what happens to the premiums?**

Your credit provider must give you a refund or credit unless the insurance is to be arranged with another insurer.

**14. What happens if my credit contract ends before any insurance contract over mortgaged property?**

You can end the insurance contract and get a proportionate rebate of any premium from the insurer.

## Mortgages

**15. If my contract says I have to give a mortgage, what does this mean?**

A mortgage means that you give your credit provider certain rights over any property you mortgage. If you default under your contract, you can lose that property and you might still owe money to the credit provider.

**16. Should I get a copy of my mortgage?**

Yes. It can be part of your credit contract or, if it is a separate document, you will be given a copy of the mortgage within 14 days after your mortgage is entered into.

However, you need not be given a copy if, when the credit provider has previously given you a copy of the mortgage document to keep.

**17. Is there anything that I am not allowed to do with the property I have mortgaged?**

The law says you cannot assign or dispose of the property unless you have your credit provider's, or the court's, permission. You must also look after the property. Read the mortgage document as well. It will usually have other terms and conditions about what you can or cannot do with the property.

**18. What can I do if I find that I cannot afford my repayments and there is a mortgage over property?**

See the answers to questions 22 and 23. Otherwise you may:

- if the mortgaged property is goods - give the property back to your credit provider, together with a letter saying you want the credit provider to sell the property for you;
- sell the property, but only if your credit provider gives permission first;  
OR
- give the property to someone who may then take over the repayments, but only if your

credit provider gives permission first.

If your credit provider won't give permission contact their external dispute resolution scheme for help.

If you have a guarantor, talk to the guarantor who may be able to help you.

You should understand that you may owe money to your credit provider even after mortgaged property is sold.

**19. Can my credit provider take or sell the mortgaged property?**

Yes, if you have not carried out all of your obligations under your contract.

**20. If my credit provider writes asking me where the mortgaged goods are, do I have to say where they are?**

Yes. You have 7 days after receiving your credit provider's request to tell your credit provider. If you do not have the goods you must give your credit provider all the information you have so they can be traced.

**21. When can my credit provider or its agent come into a residence to take possession of mortgaged goods?**

Your credit provider can only do so if it has the court's approval or the written consent of the occupier which is given after the occupier is informed in writing of the relevant section in the National Credit Code.

## General

**22. What do I do if I cannot make a repayment?**

Get in touch with your credit provider immediately. Discuss the matter and see if you can come to some

arrangement. You can ask your credit provider to change your contract in a number of ways, for example:

- to extend the term of the contract and reduce payments; or
- to extend the term of your contract and delay payments for a set time; or
- to delay payments for a set time.

**23. What if my credit provider and I cannot agree on a suitable arrangement?**

If the credit provider refuses your request to change repayments, you can ask the credit provider to review this decision if you think it is wrong. If the credit provider still refuses your request you can complain to the external dispute resolution scheme that your credit provider belongs to. Further details about this scheme are set out below in question 25.

**24. Can my credit provider take action against me?**

Yes, if you are in default under your contract. But the law says that you cannot be unduly harassed or threatened for repayments. If you think you are being unduly harassed or threatened, contact the credit provider's external dispute resolution scheme or ASIC, or get legal advice.

**25. Do I have any other rights and obligations?**


Yes. The law will give you other rights and obligations. You should also READ YOUR CONTRACT carefully.

IF YOU HAVE ANY COMPLAINTS ABOUT YOUR CREDIT CONTRACT, OR WANT MORE INFORMATION, CONTACT YOUR CREDIT PROVIDER. YOU MUST ATTEMPT TO RESOLVE YOUR COMPLAINT WITH YOUR CREDIT PROVIDER BEFORE CONTACTING YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION SCHEME. IF YOU HAVE A COMPLAINT WHICH REMAINS UNRESOLVED AFTER SPEAKING TO YOUR CREDIT PROVIDER, YOU CAN CONTACT YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION SCHEME OR GET LEGAL ADVICE.

EXTERNAL DISPUTE RESOLUTION IS A FREE SERVICE ESTABLISHED TO PROVIDE YOU WITH AN INDEPENDENT MECHANISM TO RESOLVE SPECIFIC COMPLAINTS. YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION PROVIDER IS THE FINANCIAL OMBUDSMAN SERVICE AND CAN BE CONTACTED AT 1300 780 808, [www.fos.org.au](http://www.fos.org.au) OR GPO BOX 3, MELBOURNE VICTORIA 3001.

PLEASE KEEP THIS INFORMATION STATEMENT. YOU MAY WANT SOME INFORMATION FROM IT AT A LATER DATE.


## Contact us

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or 9am to 3pm, Saturday


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