



Waratah Management Securities No. 1 Pty Ltd 140 917 246
(As trustee for the Waratah Management Securities No. 1 Trust ABN 55 939 522 372)
Australian Credit Licence number 389702
Level 4, 41 Sherwood Road
Toowong QLD 4066
Tel: 07 3721 0000
Fax: 07 3371 3950
Email: sharyn@waratahcoop.com.au

CREDIT GUIDE

Who are the credit providers we deal with when providing you with credit assistance?

The following are the credit providers with whom we generally conduct most of our business:

- First Mortgage Company Home Loans Pty Limited
ACN 104 268 448 where FirstMac Limited ACN 094 145 963 acts as the servicer of the credit contract
- Perpetual Trustee Company Limited
ACN 000 001 007 where RESIMAC Limited
ACN 002 997 935 acts as the servicer of the credit contract

This Credit Guide provides information on any credit assistance services we may provide to you in connection with any credit contract provided by First Mortgage Company Home Loans Pty Limited or Perpetual Trustee Company Limited.

Our responsible lending obligations

We will not suggest that you enter into a credit contract, or apply for an increased credit limit, if, at the time we make the suggestion, we believe it is unsuitable for you.

A proposed credit contract or increase in a credit limit will be unsuitable if 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 will not meet your requirements or objectives.

Unless the contrary is proved, the law presumes substantial hardship will exist where, at the time the assessment is made, you may have to sell your principal place of residence if that is the only way you could comply with your financial obligations under the proposed credit contract.

If you request, we must give you a copy of our preliminary assessment that the credit contract or increase in a credit limit that you are applying for, or have applied for, will not be unsuitable.

We will give you a copy of our preliminary assessment:

- if requested within 2 years after the date of our credit assistance quote – within 7 business days of our receiving the request;
- if requested more than 2 years, but no more than 7 years, after the date of our credit assistance quote – within 21 business days of our receiving the request

We will not impose any charges for providing a copy of the preliminary assessment.

We are not required to give you a copy of the preliminary assessment if we ultimately do not provide credit assistance to you.

Information about commission we receive

Waratah Management Securities No. 1 Pty Ltd (as trustee for the Waratah Management Securities No. 1 Trust) including our directors, receives commissions from the credit providers referred to in this Credit Guide in relation to credit contracts for which we provide credit assistance. These commissions are paid on account of us introducing our clients to the credit providers referred to, and for providing other related services.

If you wish to obtain our reasonable estimate of the commission we are likely to receive for providing credit assistance to you, together with information about how the commission is calculated, please contact us.



Commissions we pay to third parties


Where you are referred to us for credit assistance by a third party who is not otherwise able to provide credit assistance (for example, a real estate agent), we may pay the third party a commission for introducing you to us. If you require information on the amounts we usually pay and how this is calculated, please contact us.


What should you do if you have a complaint?

We have an internal dispute resolution system to deal with any complaints you may have about any of our products or services. Under our dispute resolution policy we will use all reasonable steps to deal with any complaint efficiently, speedily and sympathetically.

To make a complaint in the first instance:

 Phone us on 07 3721 0000
 disputes@waratahcoop.com.au

 Write to us at:
 PO Box 561
 TOOWONG QLD 4066

 Fax us on 07 3371 3950

Any complaints we receive are dealt with in accordance with our dispute resolution policy. Our staff can also provide you with information about our complaint handling process and the timeframe for handling your complaint. We also have an easy to read guide to our dispute resolution process available to you on request.

External Dispute Resolution

If you are not satisfied with the way in which we have tried to resolve your complaint, or if we do not respond within a reasonable timeframe, you may refer your complaint to the external dispute resolution scheme to which we belong.

We are a member of the external dispute resolution scheme operated by the Credit Ombudsman Service Limited. Its contact details are:

 1800 138 422 or 02 9273 8400
 complaints@cosl.com.au
 PO Box A252, SYDNEY SOUTH NSW 1235
 02 9273 8440

Fees and charges

The following fees and charges are payable by you to Waratah Management Securities No. 1 Pty Ltd (as trustee for the Waratah Management Securities No. 1 Trust) for our credit assistance or matters associated with providing you with credit assistance:

Name	Explanation	Amount and Method of Calculation	Frequency of Payment	Circumstances when it is payable
Valuation charge	<p>Waratah Management Securities No. 1 Pty Ltd will engage an independent valuer to provide a valuation report in relation to any property offered as security for the loan transaction that we are assisting you with.</p> <p>The valuation charge is the amount that Waratah Management Securities No. 1 Pty Ltd is charged by the valuer to provide the valuation report.</p>	<p>On average, a valuation charge will be between \$220 and \$550.</p> <p>If you wish to obtain more information from us about how the valuation fee is calculated, please contact us.</p>	<p>Each property offered as security for the relevant credit contract will attract a separate "one off" valuation charge as described here.</p>	<p>This charge is payable if a valuer is engaged to value the relevant property, irrespective of whether a loan agreement is entered into or settlement of that loan is effected.</p> <p>This charge is payable upon Waratah Securities Management No. 1 Pty Ltd recommending a particular credit contract or credit limit or otherwise providing another form of credit assistance (such as assisting you to apply for a particular credit contract with a particular credit provider).</p>

<p>Loan application fee</p>	<p>This fee is charged to offset certain of Waratah Management Securities No. 1 Pty Ltd's reasonable costs of determining an application for credit and the initial administrative costs of providing the credit assistance services you requested.</p>	<p>The loan application fee is a fixed amount of \$400.00</p>	<p>Payable once per application.</p>	<p>This fee is payable if you request Waratah Management Securities No. 1 Pty Ltd to assist you in applying for credit, irrespective of whether the loan agreement is entered into or settlement of that loan is effected. The application fee is payable upon Waratah Management Securities No. 1 Pty Ltd recommending a particular credit contract or otherwise providing another form of credit assistance (such as assisting you to apply for a particular credit contract with a particular credit provider).</p>
-----------------------------	---	---	--------------------------------------	--