

## Credit Guide and Quote

This document provides you with information about the services we provide and if applicable those of our representatives. It outlines our obligations under the National Consumer Credit Protection Act 2009 (Cth) (National Credit Act). It also outlines any fees that may be payable by you to us, commissions we may receive from a credit provider, our responsible lending obligations and our internal & external dispute resolution procedures and how you can access them.

### About Us

Our Full Name: HMG Financial Services Pty Ltd ACN 604 582 952 Trading as Veracity Financial  
Address: 163-179 Old Geelong Rd, Hoppers Crossing VIC 3029  
Contact: Ph: 03 8734 4950 Fax: 03 8734 4951 Email: [info@veracityfinancial.com.au](mailto:info@veracityfinancial.com.au)  
<mailto:enquiries@vfsonline.com.au>  
Australian Credit License Number: 481896

### Services We Provide

HMG Financial Services Pty Ltd ACN 604 582 952 (referred to as HMG, herein), ACL 481896 Trading as Veracity Financial provides assistance in arranging personal finance.

### Lenders

We source finance from a number of lenders. Including, but not limited to Macquarie, Automotive Financial Services, Liberty, Pepper, Now Finance, Money 3

### Our Obligations to You in Providing Credit Assistance

HMG Financial Services Pty Ltd ACN 604 582 952 (referred to as HMG, herein) is licensed to provide credit assistance to you 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:

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

We are prohibited by law from providing credit that is unsuitable for you. This means we must make an assessment to determine that you can meet your financial obligations under the credit contract without substantial hardship and that the credit product provided meets your requirements and objectives.

To help us make this assessment we will;

- Make enquiries about your financial situation, requirements and objectives that are relevant to the credit you are applying for, and
- Take reasonable steps to verify your financial information (e.g. asking you to provide evidence of your income);
- Use this information to determine whether the credit is suitable for you

Because of this, it is very important you provide us with accurate information and consider whether the product is right for you, and that you are satisfied that you will be able to meet your commitments under the credit contract.

### What we will need from you

When we provide you with credit assistance, we must only recommend credit products that are not unsuitable for you. To be able to determine which loan products are not unsuitable, we are required to complete a Preliminary Assessment. When we make this preliminary assessment, we will ask you about your requirements and objectives, your financial and 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.

## Commissions

When we provide you with credit assistance we may receive commissions from the credit providers involved. These are not fees payable by you. The range of upfront commission can be from 0 to 20% of the total amount financed. The amount of commission that we may receive in relation to any particular credit contract is subject to a range of variables such as the credit provider, the amount being financed, loan terms or the credit providers internal credit scoring. We can provide, on request, a reasonable estimate of the commission and how it is calculated.

In addition, we may also receive a volume bonus from a credit provider depending on the total value of loans placed with that credit provider during the month. The amount of this bonus can range anywhere from 0% to 3% of the total amount financed and it is paid in arrears.

From the commission and bonuses we receive from the preferred credit providers we may pay:

- our representatives a commission which is in addition to their salary; and
- referral fees or commissions to people or businesses that referred you to us.

You have the right to request an estimate of how much these payments may be and how the commissions or fees are worked out

## Credit Quote/Fees payable by you

To us: We may charge a fee for our services. The amount of the fee depends on the extent of work undertaken on your behalf but will not exceed \$1,650.00 (including GST). It is payable once only and only if you proceed with the proposed credit contract and is usually included in your loan. The exact fee applicable will be disclosed in the credit proposal we provide prior to your acceptance of the credit contract we have arranged. There are no other fees or charges payable by you to us.

To the financier: You may need to pay the credit provider fees which may include; establishment fees, credit search fees, direct debit fees and security registration fees. Any fees that you must pay will be included in your total amount of credit, and will be disclosed in detail in the credit proposal before signing.

## Dispute Resolution

Our business is to provide service so if our service doesn't meet your expectations, we want to know. We welcome the opportunity to resolve your concerns. If you have a complaint or just want more information please let us know as soon as possible by phoning our Complaints Officer Rodger Baker on 03 9974 4950 or email [info@veracityfinancial.com.au](mailto:info@veracityfinancial.com.au).

Internal dispute resolution process: If your concern is still not resolved to your satisfaction please write to us at: Complaints Officer, HMG Financial Services Pty Ltd, 163-179 Old Geelong Rd, Hoppers Crossing VIC 3029. We will inform you of the outcome within 45 days of receiving your dispute or complaint.

External dispute resolution process: If you are still not satisfied with the outcome of your complaint, you can contact the Australia Financial Complaints Authority (AFCA) for an independent review.

Ph: 1800 931 678

Online: [info@afca.org.au](mailto:info@afca.org.au)

Mail: GPO BOX 3 Melbourne VIC 3001

## PRIVACY DISCLOSURE STATEMENT & CONSENT

### Overview

HMG Financial Services Pty Ltd ACN 604 582 952 (referred to as HMG, herein), ACL 481896 Trading as Veracity Financial, collects information about you for the purposes you agree to in this Privacy Disclosure Statement and Consent. When you sign below, you agree we can, consistently with Australia's privacy and credit reporting laws, collect, use and exchange credit and personal information about you for those purposes.

### Privacy Disclosure Statement and Consent

We are collecting credit and personal information (information) about you, as applicable:

To source for you, or a company of which you are a director:

- Consumer credit for personal, household, domestic or residential investment purposes;
  - Commercial credit for business purposes; or
  - Other services stated in this Privacy Disclosure Statement and Consent (Consent); or
- To support a guarantor application you will provide.

As your broker, we require the information we collect from you to assess your credit, or guarantor, application or the credit application of a company of which you are a director, source a suitable credit provider and any required insurances and to manage the application process, where required. If you do not provide the information sought we may be unable to process your application, or the company's application, or we may be limited in the other services we can offer you or the company.

### Your information – Collection and Credit Reporting Body ('CRB') Disclosures

When we collect information from you in the credit application process, we use that information in a number of ways to assess your credit application and to source a suitable credit provider or lessor and/or insurance provider. We may:

- Disclose your identification information to a CRB if you wish us to obtain a report on your behalf;
- Use any information the CRB provides in that report to assist us to preliminarily assess your consumer credit or guarantor application
- Disclose your personal information to an insurer or insurers to source any insurances you wish to obtain
- Disclose your credit information to a credit provider or credit providers to apply for finance on your behalf

The information we obtain from you is used, subject to compliance with Australia's privacy and credit reporting laws, only for the purposes listed in this Consent and is not disclosed to any other person except with your permission or as permitted, or required, by law.

### Credit Providers

As part of providing our services to you, we may undertake tasks for a credit provider which are reasonably necessary to manage the application process. When doing so, we are acting as agent for the credit provider, with the same privacy law requirements applying to both of us.

We may submit your application to one or more credit providers. Those credit providers and their website addresses are set out in the Schedule at the end of this document.

A credit provider, to whom we submit an application, may disclose information about you to, and collect information about you from, from one or more Credit Reference Bureaus (CRBs).

The website of each credit provider contains details of each CRB with which it deals and other detail about information held about you and describes your key rights. This detail may be described on the credit providers' websites as 'notifiable matters', 'privacy policy', 'credit reporting policy' or 'privacy disclosure statement and consent', and includes –

- That the CRB may include information the credit provider discloses about you to other credit providers to assess your credit worthiness
- That, if you become overdue in making consumer credit payments or you commit a serious credit infringement, the credit provider may disclose that information to a CRB

- How you can obtain the credit provider's and/or CRB's policies about managing your credit information
- Your right to access and/or correct information held about you and to complain about conduct that may breach the privacy and credit reporting laws
- Your right to request a CRB not to undertake pre-screening for purposes of direct marketing by a credit provider
- Your right to request a CRB not to release information about you if you believe you are a victim of fraud

This detail will also be included by the credit provider who approves your application in the privacy disclosure statement and consent document it will provide to you.

Each credit provider website includes information on how to contact the credit provider and how to obtain a copy of its privacy documents in a form that suits you (e.g. hardcopy or email).

### Your rights

You have the right to ask:

- Us to provide you with all the information we hold about you
- Us to correct the information we hold if it is incorrect
- Us for copies of our privacy policy and this document, in a form that suits you (e.g. hardcopy or email)
- The CRB not to use your information for direct marketing assessment purposes, including pre-screening
- The CRB to provide you with a copy of the information it holds about you

You can gain access to the information we hold about you by contacting our Privacy Officer: [info@veracityfinancial.com.au](mailto:info@veracityfinancial.com.au). In some cases an administration fee may be charged to cover the cost of providing the information.

Our Privacy Policy is available at [www.veracityfinancial.com.au](http://www.veracityfinancial.com.au) or we will provide you with a copy if you ask us.

You can contact the CRB by phone on 1300 762 207, Opening hours: Mon-Fri, 8.30am-6pm EST, or email: [assist.au@equifax.com.au](mailto:assist.au@equifax.com.au)

You may opt out of receive marketing material at any time by contacting us on 1300 721 258 or by email to [enquiry@veracityfinancial.com.au](mailto:enquiry@veracityfinancial.com.au). Your consent to receiving this information will remain current until you advise us otherwise

### Disclosure and Consent

By signing below, you agree we may:

- Use your personal and credit information:
  - To assess your consumer or commercial credit and/or guarantee application and/or to assess a credit application by a company of which you are a director
  - To source any finances you required
  - To source any insurances you require
  - As the law authorises or requires;
- Disclose to, and obtain from, any prospective credit provider or insurer, information about you that is reasonably necessary to obtain the finance and insurances you require;
- Obtain from, and disclose to, any third party, information about you, the applicant(s) or guarantor(s) that is reasonably necessary to assist you obtain the finance and insurances required;
- Provide your information, including your credit report(s), to one or more of the credit providers specified in the Schedule of Credit Providers below so they can assess your application, or the application of a company of which you are a director, or your suitability as a guarantor
- Provide credit information about you to a guarantor, or prospective guarantor;
- Provide you, or the company of which you are a director, with offers or information of other goods or services we, or any of our associated entities, may be able to provide to you or the company, unless you tell us not to;
- Disclose your personal and credit information to the extent permitted by law to other organisations that provide us with services, such as contractors, agents, printers, mail houses, lawyers, document custodians, securitisers and computer systems consultants or providers, so they can perform those services for us. ; and
- Disclose your personal information to any other organisation that may wish to acquire, or has acquired, an interest in our Business or any rights under your contract with us, or the contract with us of a company of which you are a director.

You also agree and consent to, as appropriate:

- A CRB disclosing consumer credit information to one or more credit providers specified in the Schedule of Credit Providers below for the purpose of assessing your application for consumer or commercial credit or your guarantor application, and/or assessing a credit application by a company of which you are a director
- When you are a prospective guarantor, a credit provider using that information to assess your suitability as a guarantor
- A credit provider disclosing your credit information (including information obtained by it from a CRB) to a guarantor, or a prospective guarantor
- A credit provider disclosing to another credit provider, for a particular purpose, information it holds about you

Where the applicant, or guarantor, is a company of which you are a director, you consent to the use of your information, in addition to the company's information, in each of the ways listed above.

**Authorisation**

By signing below, you also authorise us to make a request on your behalf to obtain credit reporting information about your consumer and commercial credit worthiness from a CRB. That information will assist us in providing our services to you. This authorisation ceases when we undertake a task on behalf of a credit provider.

Applicant 1/ Director 1	Applicant 2/Director 2
Signature:	Signature:
Name:	Name:
Date signed:     /     /	Date signed:     /     /

**SCHEDULE OF CREDIT PROVIDERS**

Name of Credit Provider	Website
Scottish Pacific	<a href="http://www.finance.scottishpacific.com">www.finance.scottishpacific.com</a>
Automotive Financial Services	<a href="http://www.afs.com.au">www.afs.com.au</a>
Finance One	<a href="http://www.financeone.com.au">www.financeone.com.au</a>
Liberty Financial	<a href="http://www.liberty.com.au">www.liberty.com.au</a>
Macquarie	<a href="http://www.macquarie.com.au">www.macquarie.com.au</a>
Money 3	<a href="http://www.money3.com.au">www.money3.com.au</a>
Now Finance	<a href="http://www.nowfinance.com.au">www.nowfinance.com.au</a>
Green Light Auto Credit	<a href="https://greenlightauto.finance/legal/privacy-policy/">https://greenlightauto.finance/legal/privacy-policy/</a>
Plenti Finance	<a href="http://www.plenti.com.au">www.plenti.com.au</a>
Pepper Asset Finance	<a href="http://www.pepperonline.com.au">www.pepperonline.com.au</a>
Angle Finance	<a href="http://www.anglefinance.com.au">www.anglefinance.com.au</a>
Right Road Finance	<a href="http://www.rightroadfinance.com">www.rightroadfinance.com</a>
ANZ	<a href="http://www.anz.com.au">www.anz.com.au</a>
Get Capital	<a href="http://www.getcapital.com.au">www.getcapital.com.au</a>
Latitude Financial	<a href="http://www.latitudefinancial.com.au">www.latitudefinancial.com.au</a>
First-MAC	<a href="http://www.firstMac.com.au">www.firstMac.com.au</a>
Flexi-Commercial	<a href="http://www.flexicommercial.com.au">www.flexicommercial.com.au</a>
Gedda Money	<a href="http://www.gedda.com.au">www.gedda.com.au</a>
Money Place	<a href="http://www.moneyplace.com.au">www.moneyplace.com.au</a>
Branded Financial Services	<a href="http://www.brandedfinancial.com.au">www.brandedfinancial.com.au</a>
MoneyPlace	<a href="http://www.paramountmortgages.com.au">www.paramountmortgages.com.au</a>
Moula	<a href="http://www.moula.com.au">www.moula.com.au</a>
WISR	<a href="http://www.wisr.com.au">www.wisr.com.au</a>
Grow Finance	<a href="http://www.grow.com.au">www.grow.com.au</a>
CarStart Finance	<a href="http://www.carstart.com.au">www.carstart.com.au</a>