



About this document

This credit guide gives you information about the credit assistance we provide for a UBank UHomeLoan.

Licensee: **National Australia Bank Limited**
("We", "Us") ABN 12 004 044 937
Australian Credit Licence Number 230686
UBank is a division of National Australia Bank Limited ("UBank").

Contact details:

Address: UBank PO Box 1466, North Sydney 2059
Phone: 13 30 80
Secure Mail: Log in to [UBank Online Banking](#)
Website: ubank.com.au

When do we give you credit assistance?

We offer credit assistance whenever:

- We help you make your UHomeLoan application;
- We suggest you apply for a UHomeLoan (or suggest you apply for an increase to a UHomeLoan); or
- We suggest you stay with your UHomeLoan.

What we need to do before giving you credit assistance

Before we can give you credit assistance, we need to assess whether or not the UHomeLoan is suitable for you. If it's unsuitable, we won't be able to give you credit assistance. (A loan would be unsuitable for you if it doesn't meet your requirements and objectives, or you're unable to make loan repayments without substantial hardship.)

To make this assessment, we need to check whether:

- The UHomeLoan (or UHomeLoan increase) will meet your requirements and objectives; and
- You can meet your UHomeLoan repayments.

Getting a copy of our assessment

If we give you credit assistance, you can ask us for a copy of our assessment any time at no cost to you, for up to 7 years after you apply. Just give us a call on 13 30 80, or email servicing.ubank@ubank.com.au.

We are not required to provide you with a copy of the assessment where the UHomeLoan or increase to your UHomeLoan does not proceed.

We have to give you the copy:

- within 7 business days after the day we get your request if you make the request within 2 years of the date we get your application; or
- otherwise within 21 business days after the day we get your request.

Getting a copy of our credit proposal

If we give you credit assistance, you can ask us for a copy of our credit proposal any time at no cost to you. Just give us a call on 13 30 80, or email servicing.ubank@ubank.com.au.

A credit proposal is required to provide you with some information not included in a credit guide including:

- fees and charges you're likely to pay to the credit provider or other person in relation to your UBank Home Loan or the application, and
- a reasonable estimate of the likely amount of credit available after payment of these and UBank's fees and charges.

We are not automatically required to provide the credit proposal to you because of an exemption granted by the Australian Securities and Investments Commission (ASIC). We will provide the credit proposal to you if you request it.

We have to give you the copy within 5 business days after the day we get your request.

Our role and how we work with the credit provider

We work with Advantedge Financial Services Pty Ltd ACN 130 012 930 Australian Credit Licence 391202 ("Advantedge") to provide the UHomeLoan to our customers.

The credit provider of the UHomeLoan is AFSH Nominees Pty Ltd ACN 143 937 437 Australian Credit Licence 391192 ("credit provider") – part of the National Australia Bank group of companies.

Advantedge Financial Services Pty Ltd ACN 130 012 930 Australian Credit Licence 391202 is authorised to act for the credit provider and is also part of the National Australia Bank group of companies. We have an arrangement with Advantedge to act as a mortgage manager for the credit provider.

This means that we provide credit assistance to UHomeLoan applicants and manage the relationship with UHomeLoan customers on a day to day basis. For example, we'll provide you with home loan statements, and all other information relating to your UHomeLoan. We're also the point of contact for you in resolving any issues you may have with your loan.

When providing credit assistance, AFSH Nominees Pty Ltd ABN 51 143 937 437 Australian Credit Licence 391192 is the only credit provider UBank deals with.

Fees

There are no fees payable to UBank for providing credit assistance. Some fees are payable to the credit provider, for example mortgage registration, and these are outlined in your loan contract.

About our commission

If you take out a UHomeLoan, Advantedge may pay UBank a monthly commission.

If you'd like an estimate of the commission we receive for your loan and how it is worked out, please get in touch.

UBank doesn't pay a commission for your UHomeLoan.

What to do if you have a dispute or complaint

If you have any problems, please get in touch in any of these ways:

- call us on 13 30 80
- send us a Secure Mail through the "Talk to us" tab in the main menu at ubank.com.au after you log in; or
- email us at: Customer_Resolutions@UBank.com.au
- write to us at:

Customer Resolutions Team
UBank
PO Box 1466
North Sydney NSW 2059

Please give us as much information as you can, as it will help us resolve things faster. And if you've got any supporting documentation, please have it handy when you raise your concern.

If you raise an issue with us, our bankers will acknowledge it as quickly as possible and we will work towards resolving it usually within 30 days. In some cases a different timeframe applies (see our Complaint Management Policy on our website).

Need more options?

If you're not satisfied with our proposed solution or we've been unable to resolve your complaint within the required timeframes, you can contact the Australian Financial Complaints Authority (AFCA) – our external dispute resolution service. Their processes are entirely independent – and totally free.

Their details are:

- Website: www.afca.org.au
- Email: info@afca.org.au
- Telephone: 1800 931 678 (free call)
- In writing to:
Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

AFCA is an external dispute resolution (EDR) scheme to deal with complaints from consumers about financial firms. AFCA provides fair and independent financial services complaint resolution that is free to consumers.