

CREDIT GUIDE

CREDIT ASSISTANCE PROVIDER (“WE”, “US”, “OUR”)

AUTHORISED CREDIT REPRESENTATIVE

ELC Solutions Pty Ltd
A.B.N. 42273916736

Emma Cichero

Australian Credit Licence (ACL) # 411013

Authorised Credit Representative number:

193-195 Brisbane Road Mooloolaba QLD 4557

21 Old Orchard QLD 4555

Email: emma@iloans.com.au

Email: emma@iloans.com.au

Tel: 0404303316

Tel: +61 404 303 316

Our Credit Representative has been appointed by us to provide credit assistance services on our behalf.

About this Credit Guide:

This Credit Guide sets out important information to help you decide whether to accept our assistance in obtaining a credit contract or consumer lease.

This Credit Guide will tell you:

- > Who we are & how to contact us;
- > Engagement & Conditions;
- > Fees & Commissions;
- > Referrers & Referral Fees;
- > Our Responsible Lending obligations;
- > Credit Providers we conduct consumer credit business with; and
- > What to do if you have a complaint.

We are required to provide this Credit Guide to you as soon as practicable after it becomes apparent, 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 particular credit provider; or
2. Suggest or assist you to apply for an increase to the credit limit of a particular credit contract with a particular credit provider; or
3. Suggest you remain in a particular credit contract with a particular credit provider.

Engagement and Conditions:

You (the customer) engage us (the broker) to arrange a loan on your behalf. You acknowledge that we act as an independent contractor to assist you to obtain and negotiate a loan.

Fees Payable by You:

We sometimes charge a fee for our services. More details about any fees payable will be detailed in a “Quote” we will give you before a finance application is lodged. No commission is payable by you to us, this is paid by the credit provider.

How we and our Authorised Credit Representative are paid:

We are paid commissions by Credit Providers for introducing customers. The Credit Providers we deal with will usually pay a commission based on:

- > the size of the loan; and
- > the particular loan product you have selected.

We only receive a commission if your loan is settled and is paid to us either directly by the lender or paid to us by our aggregator. We may receive the following commissions after we provide credit assistance and your loan has settled.

Type of Commission:	
Commission/Brokerage. (Paid shortly after settlement)	Range from 0% to 5% depending on type of finance sought.
Volume Bonus	We have a volume bonus arrangement in place with the majority of our credit providers. We may receive additional commission depending on the total volume of business that we arrange with a credit provider. If the relevant volume targets are met with a credit provider, additional commission is payable by the credit provider to us.
Method of Calculation:	Based on Net amount financed plus GST

If you would like a detailed estimate of how much commission we would be paid by a particular credit provider, we will provide this to you.



Referrers and Referral fees:

In some cases, your business may have been referred to us by non-regulated third parties such as accountants, financial planners, motor resellers etc. Where this is the case, *we may* pay a referral fee to these parties. If we do pay a fee to these parties, then

- > They should already have told you about this; and
- > We will either disclose the fee or a reasonable estimate in our Proposal Disclosure Document.

Alternatively, if you want to know, you can ask about the fees and we will tell you how much was paid and how it was worked out.

Preliminary Assessment:

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 determine:

- > your requirements and objectives – that is, what kind of loan do you want, and for what purpose;
- > your financial and relevant 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;

contacting third parties to assist in verifying the information that you provide.

Obtaining a copy of your Preliminary Assessment:

If we haven't already provided it to you, you may request a copy of our Preliminary Assessment, and we must give you a copy of it:

- > at any time during the first 2 of years of conduction the assessment, within 7 business days; or
- > between 2 years and 7 years after it was conducted, we must provide it within 21 business days.

There is no charge for requesting or receiving a copy of the Preliminary Assessment.

Our "Consumer" Credit Providers include:

We source credit products from a range of banks, lenders and other credit providers. However, at present, we write a greater percentage of loans with the following banks, lenders and other credit providers.

These Lenders do not necessarily represent all the lenders who offer credit of the nature you seek.

Pepper, Plenti, NOW, WISR, Moneyplace, Liberty

Dispute Resolution and Complaints:

Within our business we follow specific procedures to try to resolve any complaints that you may have.

Internal Dispute Resolution:

If you have a complaint, please contact the disputes officer below.

They will try to resolve all concerns quickly & fairly. Disputes officer at the below company:

ELC Solutions Pty Ltd.

193-195 Brisbane Road Mooloolaba QLD 4557.

Tel:0404303316

External Dispute Resolution:

In the unlikely event we cannot resolve your complaint in a satisfactory manner, or you have not received a response from us after 30 days, you can escalate your complaint to the below Ombudsman, a free and independent dispute resolution service provider.

Australian Financial Complaints Authority (AFCA):

AFCA Tel: 1800 931 678 or info@afca.org.au

A copy of AFCA's dispute resolution policy is available at www.afca.org.au by request.

For more information regarding anything referred to in the Credit Guide or anything else about our services, just ask at any time. We're here to help you.

PRIVACY DISCLOSURE STATEMENT & E-MAIL COMMUNICATION CONSENT

OVERVIEW

This Privacy Disclosure Statement & E-mail Communication Consent is relevant to:

ELC Solutions Pty Ltd
A.B.N. 42273916736,
Australian Credit Licence (ACL) # 411013.
193-195 Brisbane Road Mooloolaba QLD 4557
(‘we’, ‘us’, ‘our’).

We collect information about you for the purposes you agree to in this Privacy Disclosure Statement and E-mail Communication Consent. When you sign below, you agree we can, consistent 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 E-MAIL COMMUNICATION 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 E-mail Communication 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) ('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 and in some cases obtain a credit report;
- 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; and
- Disclose your personal information to an aggregator to enable submission of your credit application to the credit provider.

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 is 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 1 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 CRBs.

The website of each credit provider contains details of each CRB with which it deals and other detail about information held about you, including whether that information may be held or disclosed overseas and, if so, in which countries. The websites also describe 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’, or similar.

For each CRB the website details will include the following specific information: 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; and
- 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; and
- 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 at the address above or by telephone on 0404303316 or email at emma@iloans.com.au in some cases an administration fee may be charged to cover the cost of providing the information.

Our Privacy Policy is available on our website at <https://www.iloans.com.au/wp-content/uploads/2023/03/iloans-Privacy-Credit-Guide-and-Quote-2022-Platform.pdf> or we will provide you with a copy if you ask us.

Schedule 2 at the end of this document sets out the contact details for each CRB service.

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 require;
- To source any insurances you require; and
- 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;
- Check your information with the document issuer, such as an employer or accountant or official record holder for the purpose of confirming your identity and information you have provided;
- Obtain from, and disclose to, any third party, information about you, the applicant(s) or guarantor(s) that is reasonably necessary to assist you to obtain the finance and insurances required;
- Provide your information, including your credit report(s), to one or more of the credit providers specified in Schedule 1 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. This includes service providers located overseas. It is not practical to list every country in which recipients will be located, however it is likely to include, Germany, New Zealand, United Kingdom, Malaysia Philippines, Singapore, Malaysia, Vietnam & United States of America; 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 1 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; and
- A credit provider disclosing to another credit provider, to your agent, such as us as your broker, or to a servicer, 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.

SOUTH AUSTRALIA

For specific finance transactions we may arrange for you, we will tell you details of the amounts we receive or pay or are likely to receive or pay, or if not known at the time, how these amounts are calculated and/or reasonable estimate of the amounts, as well as who pays and receives these amounts.

APPOINTMENT TO ACT

I hereby appoint Emma Cichero to act as my/our finance broker. This mandate confirms that Emma Cichero has been appointed to collect, collate, and prepare relevant documentation and forward to potential lenders and/ or financial intermediaries.

EFFECTIVENESS FOR CONSUMER CREDIT

This authorisation ceases when we undertake a task on behalf of the credit provider.

EXTENDED EFFECTIVENESS FOR COMMERCIAL CREDIT

Your agreement and consent to the disclosures and consents in this document will be effective for a period of 12 months, but only in relation to commercial credit. Your agreement to this ceases when you either withdraw it by contacting us using our details above or 12 months after you sign below, whichever first occurs. This will allow us to continue to provide our services to you without the need to ask you to sign a new privacy statement and consent each time you require commercial credit within a 12-month period. The extended effectiveness does not apply in relation to consumer credit.

ELECTRONIC COMMUNICATION CONSENT

By signing the below you acknowledge that:

- paper documents may no longer be given;
- you authorise us to provide you with documents, such as a Credit Guide, Quote for providing credit assistance, Credit Proposal Disclosure Document, this Privacy Disclosure Statement & E-mail Communication Consent and other information, by electronic communication to the e-mail address set out below (see the Authorisation section of this Privacy Disclosure Statement and E-mail Communication Consent);
- you agree to regularly check your e-mail address for documents we may have sent you by electronic communication; and
- consent to the provision of documents by electronic communication may be withdrawn at any time.
- You can cancel your consent to receive electronic communication at any time, by contacting us via e-mail at: emma@iloans.com.au or by phone 0404303316.

AUTHORISATION

By signing the 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.

APPLICANT / DIRECTOR / GUARANTOR SIGNATURE

APPLICANT / DIRECTOR / GUARANTOR 1	
Signature	
Full Name	
Date	
E-mail address	

APPLICANT / DIRECTOR / GUARANTOR 2	
Signature	
Full Name	
Date	
E-mail address	

APPLICANT / DIRECTOR / GUARANTOR 3	
Signature	
Full Name	
Date	

APPLICANT / DIRECTOR / GUARANTOR 4	
Signature	
Full Name	
Date	

E-mail address	
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E-mail address	
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SCHEDULE 1 - CREDIT PROVIDERS

Name of Credit Providers	Websites	Name of Credit Providers	Websites
ACN 603 303 126 Pty Ltd t/as Angle Finance	www.anglefinance.com.au	Moneytech Finance Pty Ltd	www.moneytech.com.au
Alex Bank Pty Ltd	www.alex.bank	Morris Finance Ltd	www.morrisfinance.com.au
ANZ Banking Group Pty Ltd	www.anz.com	Moula Money Pty Ltd	www.moula.com.au
Australian Motorcycle Marine Finance	www.ammf.com.au	Multipli Pty Limited	www.multipli.com.au
Automotive Financial Services Pty	www.afs.com	National Australia Bank Limited	www.nab.com.au
Azora Asset Finance Pty Ltd	www.azorafinance.com.au	Now Finance Group Pty Ltd	www.nowfinance.com.au
Branded Financial Services Pty Ltd	www.brandedfinancial.com.au	On Deck Capital Pty Limited	www.ondeck.com.au
BOQ Equipment Finance Limited	www.boq.com.au	Pepper Asset Finance Pty Ltd	www.pepperonline.com.au
Capital Finance Australia Limited	www.capitalfinance.com.au	Plenti RE Limited	www.plenti.com.au
Commonwealth Bank of Australia	www.commbank.com.au	Prospa Advance Pty Ltd	www.prospa.com.au
Earlypay Equipment	www.earlypay.com.au	Quest Finance Australia Pty Ltd	https://quest.finance
Firstmac Asset Funding (Commercial) Pty Ltd	www.firstmac.com.au	Resimac Asset Finance Pty Ltd	www.resimacassetfinance.com.au
Fin One Pty Ltd t/as Finance One/ Finance One Commercial Pty Ltd	www.financeone.com.au	RACV Finance Limited	www.racv.com.au
flexicommercial Pty Ltd	www.flexicommercial.com.au	Scottish Pacific Business	www.scotpac.com
Green Light Auto Group Pty Ltd	www.greenlightauto.finance	Shift Financial Pty Limited t/as	www.shift.com.au
Grow Funding Pty Ltd	www.grow.com.au	SocietyOne Australia Pty Ltd	www.societyone.com.au
Judo Bank Pty Ltd	www.judo.bank	Selfco Leasing	www.selfco.com.au
Latitude Financial Services Limited	www.latitudefinancial.com.au	Vestone Capital Pty Limited	https://vestonecapital.com/
Liberty Financial Pty Ltd	www.liberty.com.au	Volkswagen Financial Services	www.vwfs.com.au
Macquarie Leasing Pty Ltd	www.macquarie.com.au	Westlawn Finance Limited	www.westlawn.com.au
Metro Finance Pty Ltd	www.metrofin.com.au	Westpac Banking Corporation	www.westpac.com.au
MoneyMe Pty Ltd t/a Autopay	www.autopay.com.au / www.moneyme.com.au	WISR Finance Pty Ltd	www.wisr.com.au
Money Place AFLS Ltd	www.moneyplace.com.au	Zip Business Australia Pty Ltd	https://business.zip.co
Money3 Loans Pty Ltd	www.money3.com.au	Zwab Ventures Pty Ltd t/as	www.bizcap.com.au
Thorn Money Pty Ltd	www.thorn.money		

SCHEDULE 2 - CREDIT REPORTING BODIES (CRB)

Name	Telephone	Website / Email Address
Experian	(03) 8622 1600	www.experian.com.au
Illion	13 23 33	www.illion.com.au
Tasmanian Collection Service	(03) 6213 5555	www.tascol.com.au
Equifax	1300 921 621	www.equifax.com.au



CREDIT QUOTE

Date: 05/10/2022

CREDIT ASSISTANCE PROVIDER	AUTHORISED CREDIT REPRESENTATIVE
ELC Solutions Pty Ltd "Us" A.B.N. 42273916736	Emma Cichero
Australian Credit Licence (ACL) # 411013	Authorised Credit Representative number:
193-195 Brisbane Road Mooloolaba QLD 4557	21 Old Orchard QLD 4555
Email: emma@iloans.com.au	Email: emma@iloans.com.au
Tel: 0404303316	Tel: +61 404 303 316

The Credit Quote provides information about the fees and charges you agree to pay for our services as a finance broker. We are required to provide this quote before we provide any credit assistance to you.

We Provide "credit assistance" when we:

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

SCOPE OF CREDIT SERVICES:

You have requested that we provide you with the credit assistance and other services described below. The maximum amounts that are payable by you to us in relation to these services are as follows:

A. Your Details	
Customer(s) full name(s): "you"	
Address:	
Telephone:	Email:

B. Scope of Services to be Provided	
Services to be provided	We will do our best to arrange the most appropriate finance to meet your needs
The maximum fee or charges for provision of Credit Assistance is: <i>This fee is only payable if we successfully obtain approval for the finance and you choose to go ahead with the proposal. You will have an opportunity to review the final proposal and the exact fee (if any) prior to making the decision to go ahead. This fee is payable to us, and is normally included in the loan amount. This fee is not payable if the finance application does not proceed to settlement.. However, you may be required to pay fees to the Credit Provider</i>	\$990.00

All amounts are inclusive of the Goods and Services Tax (GST) where applicable.

The maximum amount you may pay to us for our credit assistance and other services detailed is a once only fee.

CUSTOMER(S) ACCEPTANCE OF THIS QUOTE

By signing this document, you agree to the terms set out in this quote and to pay the fees as detailed above After you have signed this document we will give you a copy to keep.

APPLICANT / DIRECTOR / GUARANTOR 1	
Signature	
Full Name	
Date	

APPLICANT / DIRECTOR / GUARANTOR 2	
Signature	
Full Name	
Date	