

# Credit Guide - Credit Provider

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## Our contact details

**Address:** 50 Flinders Street Adelaide SA 5000

**Postal Address:** GPO Box 1942 Adelaide, SA 5001

**Phone:** 13 11 82    **Website:** peopleschoicecu.com.au

## About this credit guide

This credit guide provides information about us and:

- our responsible lending obligations under the National Consumer Credit Protection Act; and
- what you can do if you have a complaint.

For general information about borrowing go to our website at [peopleschoicecu.com.au](http://peopleschoicecu.com.au)

## Credit contract must not be unsuitable for you

Under the National Consumer Credit Protection Act we must not suggest that you enter into a credit contract with us if the contract will be unsuitable for you. Similarly, we must not suggest that you apply for an increase to the credit limit of a particular credit contract, if the contract will be unsuitable for you.

The contract will be unsuitable for you if, at the time contract is entered into, 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.

We must make a preliminary assessment as to whether the credit contract or increasing the credit limit of an existing credit contract will be unsuitable, before we suggest that you apply.

You can request a copy of our preliminary assessment. We must give you a copy (at no charge to you):

- within seven business days, if your request is made within two years of the credit quote; and
- otherwise, within 21 business days.

We do not need to give you a copy of the preliminary assessment if:

- your request is made more than seven years after the date of our credit quote; or
- the credit contract is not entered into or the credit limit is not increased.

## Dispute resolution procedures

We have an internal dispute resolution procedure. We are also a member of the Australian Financial Complaints Authority (AFCA), an independent external dispute resolution scheme (see contact details in this guide).

### INTERNAL DISPUTE RESOLUTION

If you have a complaint, you should contact us first, by contacting our Member Response department via email to [memberresponse@peopleschoicecu.com.au](mailto:memberresponse@peopleschoicecu.com.au) or by mail to GPO Box 1942, Adelaide SA 5000.

Wherever possible we will seek to settle your complaint on the spot. If we can't do this, we will advise you in writing within two business days of receiving your complaint about the procedures for investigating and handling the complaint.

### Complaints we can't resolve on the spot

We will seek to deal with your complaint within 21 days.

We will normally respond to you within 21 days of receiving the complaint. If we can't notify you of a decision within 21 days and we need additional time, we will write to you advising that a further period, not exceeding nine days for credit reporting complaints or 24 days for all other complaints, will be required for investigation.

This will extend the complaint handling time to a total of 30 days for credit reporting matters or 45 days for all other matters from the initial date of lodgement. If the unresolved complaint exceeds the 30 or 45 day period (as applicable), we will advise you in writing and specify a date when a decision can be expected, and give you regular updates.

### **Complaints involving default notices, hardship applications or postponement of enforcement proceedings**

These will be treated as urgent matters. There will be no extension of time beyond 21 days for resolution of a complaint relating to a default notice. If you seek hardship relief or postponement of enforcement proceedings and the matter is not resolved within 21 days, the matter will be referred to external dispute resolution. You can lodge a complaint directly with our external dispute resolution scheme where it involves a default notice that has been issued after a request for hardship assistance or postponement of enforcement proceedings has been declined.

### **Outcome of the complaint**

We will advise you in writing of the outcome of our investigation, the reasons for the outcome, and further action you can take in respect of the complaint. Within seven days of resolution of the complaint, your accounts should be adjusted to give effect to our decision.

### **EXTERNAL DISPUTE RESOLUTION**

If you are unhappy with any decision or the handling of the complaint by us, you can refer your complaint for external resolution to AFCA. This service is available at no cost to you.

Contact details are below:

Australian Financial Complaints Authority

**Address:** GPO Box 3, Melbourne, VIC 3001

**Phone:** 1800 931 678

**Email:** info@afca.org.au

**Website:** www.afca.org.au

In many cases this leads to a successful resolution. If the dispute remains unresolved, AFCA can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us (possibly requiring us to make a monetary payment to you).

Our external dispute resolution scheme cannot deal with your complaint (assuming the complaint is within the scheme's rules) unless you have attempted to resolve the problem with us first, and either:

- we have made a formal proposal to resolve the complaint, and you have told us that the proposal is not acceptable to you; or
- at least 30 days for credit reporting complaints or 45 days for all other complaints has elapsed since you made your complaint, whichever occurs sooner.

However if the complaint relates to a default notice, hardship application or request for postponement of enforcement proceedings (see under Internal dispute resolution in this guide), the scheme may be able to deal with your complaint sooner.