

Infocus Wealth Management Limited is the parent company of Mortgage Prevue Pty Ltd T/A Announcer Mortgages

If you are looking for consumer credit products, our role is to help you find a product that suits you. That process involves talking to you to understand your requirements and objectives in seeking credit, as well as understanding your financial position.

Our assistance process

We are required by law to ensure that any credit product with which we assist you can be deemed “not unsuitable” for you. In simple terms, a loan will be ‘not unsuitable’ if it fits your needs and requirements and that you can afford to repay the proposed loan without incurring substantial hardship.

To establish this, we need to document our findings that the proposed loan is not unsuitable by way of completing a Preliminary Assessment: The Preliminary Assessment will:

- make enquiries with you as to your needs;
- make enquiries with you as to your personal & financial position;
- collect evidence from you to verify the information provided by you.
- highlight your ability to repay the proposed loan.

Obtaining a copy of the Preliminary Assessment

If we provide you with credit assistance, you may request a copy of our Preliminary Assessment anytime for up to 7 years and we must provide you with a copy of the assessment within the following timeframes:

Your request is made:	We will give you your assessment:
Before the Credit Day*	As soon as possible after we receive your request
Up to 2 years after the Credit Day	Within 7 business days after we receive your request
Between 2 to 7 years after the Credit Day	Within 21 business days after we receive your request

*The Credit Day is the date the credit contract is settled or the credit limit is increased.

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

With what products do we provide assistance?

We are authorised to engage in credit activities and therefore provide assistance to obtain loans for you from a panel of credit providers.

In the past 3 months, the top 6 lenders that our clients have been placed with are:

1. ANZ
2. CBA
3. Macquarie Bank
4. St George
5. ING
6. AMP

This is not to say that we will only deal with these lenders, it is simply that the products these lenders offer have been most suitable to our most recent clients. Your case may be different and we would look at your needs separately and independently of the above list.

How does Mortgage Prevue get paid?

Our aggregator receives commission from the lenders and then pays us commission in relation to loan contracts (such as home and investment property loans) for providing credit assistance.

An upfront commission is payable by lenders in relation to settled (drawn-down) loans and is calculated as a percentage of the loan amount. It is usually paid after settlement of the loan.

Trail commission is payable by lenders in relation to settled (drawn-down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears.

The upfront and trail commissions that we are paid by lenders are not payable by you. Details of commission to be received will be included in the Credit Proposal Disclosure document that we will provide you with when credit assistance is provided.

How does your Credit Representative get paid?

Your broker as an employed Credit Representative will be paid a fixed salary by Mortgage Prevue Pty Ltd and may also be entitled to receive a sales incentive.

From time to time, your broker may receive a non-commission benefit by way of training, professional development, entertainment, gift, conference attendance, sponsorship, or entry into a competition run by a lender or my aggregator, at no extra cost to you. The nature of such arrangements are temporary, and the occurrence and amounts are often not readily ascertainable, however if they are apparent as a result of assisting you with credit assistance, this will be disclosed to you.

Fees and charges that are payable by you in relation to our credit assistance

Service Fees

Our Credit Representative may also charge you a direct fee for their services. The fee payable will depend on the complexity of your situation but will be separately disclosed to you in the *Credit Quote* that our Credit Representative will provide for your signoff before proceeding with actually assisting you.

Referral fees

In some cases, your business may have been referred to us by non-regulated third parties such as real estate agents, accountants, financial planners etc. Where this is the case, we *may* pay a referral fee to these parties. Details of any commission or fees being paid to the referrer will be included in the Credit Proposal Disclosure document.

Other fees and charges

You may have to pay other fees and charges (such as application fees, valuation costs and other applicable fees) to the lender or other parties. You should review the particular loan contract documentation for further details of any such fees and charges.

Claw back Provision

If you refinance or repay your loan within the first 18 months of draw down and your lender requires us to refund commissions that we have received, we retain the right to recover the amount of the lender's claw back from you.

If your circumstances have changed and refinancing or sale of your property is necessary, please contact us for assistance so we can do everything possible to help you avoid recovery costs on account of a lender's claw back.

Other People we deal with

Our aggregator

We have approval to utilise credit providers and their loan products through the services of our aggregator 'Connective Broker Services Pty Ltd ABN 77 161 731 111, Credit Representative 437202 is authorised under Australian Credit Licence 389328'. The aggregator charges us a fee depending on our contract arrangements, consisting of:

- a share of commission that is paid by the particular credit provider
- a membership fee for our business
- a monthly fee for each of our accredited loan writers.

Macquarie Bank Limited has a minority, non-controlling interest in Connective Broker Services Pty Ltd. Commissions paid by Connective's lender panel are transparent and do not influence the broker or consumer choice. Connective is committed to quality consumer outcomes in all circumstances.

Protecting Your Privacy

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, ensuring the privacy and security of your personal information. Our privacy policy (available at www.infocus.com.au) sets out in detail our policies on the management of personal information. You can obtain a copy free of charge from any Infocus office or by contacting the Infocus Professional Standards Manager by telephone on (07) 5406 5000 or writing to PO Box 1856, Sunshine Plaza QLD 4558.

If you wish to review your file, please contact us and we will make your information available to you.

Dispute Resolution and Complaints

We are committed to providing you with the best possible service, however we understand there may be times where you are not satisfied. If this occurs please contact the Infocus Professional Standards Manager on (03) 8652 3873 or put your complaint in writing and send it to the Professional Standards Manager GPO Box 2268, Melbourne VIC 3001.

We are mindful of the need to ensure that consumers are treated fairly and with respect during the complaints handling process. Any dissatisfaction will be handled in an efficient, timely and effective manner in accordance with ASIC regulations of Internal Dispute Resolution (IDR).

If you are not satisfied with how we handled your complaint, you may take the matter 'free of charge' to the relevant External Dispute Resolution (EDR) service provider (subject to the provider's terms of reference).

Please note that the EDR provider will request the matter be first attempted to be resolved through our IDR process. If our IDR process is still in progress, they would expect that this process be completed before any external consideration.

Our EDR service provider is the Credit and Investments Ombudsman Ltd, which can be contacted via:

- Telephone: 1800 138 422 (Monday to Friday 9am - 5pm AEST)
- Fax: 02 9273 8440
- Post: PO Box A252 South Sydney NSW 1235
- Website: <http://www.cio.org.au/>
- Online complaint form: <http://www.cio.org.au/complaint-resolution/making-a-complaint/>

CREDIT QUOTE

<p>Services to be provided</p>	<p>We provide credit assistance by:</p> <ul style="list-style-type: none"> • supplying you with information in relation to a loan, • recommending a loan that is suitable for your current objectives and financial situation, • assisting you with a loan application, and • liaising with lenders on your behalf.
<p>The maximum amount of fees and charges payable by you for our credit assistance. These fees and charges are payable even if:</p> <ul style="list-style-type: none"> • you choose not to proceed with the loan application, • your application is not successful or • We recommend that you remain in your existing loan. 	<p>TOTAL AMOUNT PAYABLE: \$200 (GST inclusive) is made up of:</p> <ul style="list-style-type: none"> • Loan Service Fee: \$200 (GST inclusive) is payable for obtaining finance approval of your loan application. This fee is a flat fee in support of compliance and audit costs for your file. <p>PROVISION FOR FUTURE AMOUNT PAYABLE :</p> <ul style="list-style-type: none"> • Clawback Fee: The upfront commission clawed back from the credit representative 'Broker' by the credit provider 'Lender' in the event that your settled loan were to be discharged or repaid in full within the first 24 months from the original loan draw-down / settlement date (unless otherwise agreed in writing). This fee is not paid from the original loan proceeds. <p>The clawback fee is calculated based on the upfront commission received by the credit representative 'Broker' at the original loan draw-down 'settlement' date and the total length of loan term:</p> <ul style="list-style-type: none"> • Less than 12 months – the full upfront commission quoted in the Credit Proposal inclusive of GST • 12 months to less than 24 months – 50% the full upfront commission quoted in the Credit Proposal inclusive of GST
<p>When are these fees and charges payable?</p>	<ul style="list-style-type: none"> • Service Fee: Payable immediately upon signing of this Credit Quote. This fee is payable if finance approval of your application is not obtained. • Clawback Fee: Payable within 30 days from the date you discharge or repay your loan in full within the first 24 months.

Acceptance:

By the issue of this document you acknowledge and agree to pay the stated fees and charges within the time specified.

Payment of fees:

Please refer to your Announcer Service Offering" terms and conditions "which holds the debit authority of all fees and charges due to Announcer and its associated companies, to be debited from your nominated Cash Management Account.

Or

Details for credit card payment are as follows:

Please charge my:

MasterCard/Visa Credit (Delete as applicable)

Card No.: _____

Cardholder's name: (as printed on the front of the card): _____

Expiry date: ___/___

Cardholder's signature: _____