

CREDIT GUIDE



Our responsible lending obligations

The Capricornian Bank will not enter into a credit contract, or increase a credit limit, if either the contract or the increase in credit limit is assessed as unsuitable for the customer.

A proposed credit contract or increase in a credit limit will be unsuitable if, at the time it is entered into, it is likely that:

- The customer will be unable to comply with their financial obligations under the contract, or could only comply with substantial hardship; or
- The contract will not meet the customer's requirements or objectives.

The law presumes substantial hardship (unless the contrary is proved) where, looking at the issue at the time the assessment is made, the customer could only have complied with their financial obligations under the credit contract by selling their principal place of residence.

If requested by the customer, The Capricornian Bank will give them a copy of its assessment that the credit contract or increase in credit limit that the customer is applying for, or has applied for, will not be unsuitable.

The Capricornian Bank will give the customer a copy of its assessment:

- If requested before entering into the credit contract or increasing the credit limit - before entering into the credit contract or increasing the credit limit;
- if requested within 2 years after entering into the credit contract or increasing the credit limit - within 7 business days of our receiving the request.
- if requested 2 years, but no more than 7 years, after entering into the credit contract or increasing the credit limit - within 21 business days of our receiving the request.

The Capricornian Bank must provide a copy of the assessment free of charge.

What should you do if you have a dispute?

The Capricornian Bank has an internal dispute resolution process to deal with any dispute customers may have about any of our products or services.

Our dispute resolution policy requires us to deal with any dispute efficiently, speedily and sympathetically. If you are not satisfied with the way in which we have tried to resolve your dispute, or if we do not respond speedily, you may refer the dispute to our external dispute resolution centre:

To lodge a dispute;

- ☎ Phone: 1300 314 900
- @ Email: info@capricornian.com.au
- ✉ Write: PO Box 1135, Rockhampton QLD 4700
- 📠 Fax: (07) 4931 4970

The Capricornian Bank staff have a duty to deal with your dispute under our dispute resolution policy. Our staff must also advise you about our dispute handling process and the timetable for handling your dispute. We also have an easy-to-read guide to our dispute resolution system available to you on request.

External Dispute Resolution

The Capricornian Bank is also a member of an external dispute resolution system – Australian Financial Complaints Authority (AFCA).

AFCA contact details:

- ☎ Phone: 1800 931 678
- @ Email: info@afca.org.au
- ✉ Write: GPO Box 3, Melbourne, VIC 3001
- 🌐 Website: www.afca.org.au

