

NEWCO FINANCIAL SERVICES PTY LTD (NewCo)

ACN 095 713 447

Australian Credit Licensee (ACL 385054)

This Credit Services Guide acknowledges your right to ask us about our services namely, the type of recommendations we provide and your costs in completing a transaction. It also provides direction if you are dissatisfied or have a complaint about services provided. This guide details the action you may take to satisfy any query that may arise in our dealings. As a Credit Representative of NewCo I welcome the opportunity to promptly resolve, to the best of my ability, any dispute that you feel justified in bringing to my attention. Early contact where disputation occurs, in most cases, solves any unnecessary unpleasantness.

OVERVIEW

Andrew Larcombe has been accredited by NewCo to act in the capacity of being able to provide credit advice to clients. Andrew Larcombe is committed to continuing education and training in order to be able to provide you, the client, with the most appropriate advice on credit products available in the market.

NewCo endorses and abides by the relevant Codes of Conduct applicable to the credit industry and strictly adheres to the various Acts of Parliament. We also comply with all requirements as directed by ASIC our National Regulator. We are members of Mortgage and Finance Association of Australia (MFAA), this ensures we follow ethical and professional practices. This is further explained in the Preliminary Assessment and Credit Proposal which is available to you on appointing us to act as your Credit Representative.

OUR SERVICES

Why people select NewCo Financial Services (NewCo)?

- We are an Accredited Credit Provider
- We offer a choice of products from many lending institutions
- We are a member of the MFAA industry association member
- We have been established since 2002.

AVAILABLE PRODUCTS

Andrew Larcombe can advise on a wide range of credit products. You can review the NewCo Approved List of Credit Products upon request.

YOUR AUTHORISED CREDIT REPRESENTATIVE (ACR)

Andrew Larcombe is your NewCo Credit Representative and as such has to meet Training, Professional Qualifications and competency standards as part of the industry requirements. We are regularly undertaking training and courses to maintain all representatives' level of professionalism. Andrew Larcombe's individual profile is attached for you to read.

RESPONSIBILITY FOR CONDUCT

Andrew Larcombe acts on behalf of NewCo who is responsible for any credit advice or credit recommendation that is provided to you.

Credit Representatives and NewCo are required by law to have Professional Indemnity Insurance to cover any potential claims. In addition to this, NewCo Credit Representatives are also closely monitored and supervised to ensure:

- they comply with credit legislation and conditions of their registration;
- that clients are not disadvantaged by any conflicts of interest that arise wholly or partly in relation to credit activities;
- that credit activities are engaged in efficiently, honestly and fairly.

FEES, CHARGES AND NOTICE OF DISCLOSURE

Our income is mainly derived by a commission payment from a lender as a result of you taking out a loan with that credit provider. Your Credit Representative and NewCo share in the distribution of this commission payment, the details of which will be disclosed to you at the time your credit recommendation is made, i.e. in your Preliminary Assessment and Credit Proposal.

Should a loan be created as a result of a referral from a third party to your Credit Representative this is known as a “referral loan” and as such, a referral fee may be paid onto this referrer. Should this occur, all parties will be fully informed of the distribution of remuneration.

After considering the information disclosed to you in the Credit Services Guide, I acknowledge that you have the right to appoint, should you so desire, another credit representative to negotiate any loan requirements.

SUITABILITY OF LOANS TO YOUR FINANCIAL OBJECTIVES

It is our duty to have a complete knowledge of your current financial situation, financial objectives and borrowing needs before we can recommend a suitable loan package that would meet your requirements. Our views will be presented to you in a Preliminary Assessment and your Credit Proposal.

Andrew Larcombe is required to:

- Make reasonable inquiries about the client’s financial situation, and their requirements and objectives;
- Take reasonable steps to verify the client’s financial situation;
- Make a preliminary assessment (for providing credit assistance) about whether the credit contract is ‘not unsuitable’ for the consumer (based on the inquiries and information obtained in the first two steps).

You as the client can request for a written copy of the Preliminary Assessment or Credit Proposal.

However you may simply elect to apply for a loan that you have already selected. If this is the case, we will not enquire about your needs and objectives but will still issue you with a NIL Statement of Credit Advice and proceed directly with the finance application for submission to your selected lending institution.

YOUR PRIVACY PROTECTION

Andrew Larcombe will maintain a file which contains all the personal details you have disclosed and the information included in the advice given. You can arrange to examine your personal file by simply contacting me to make the arrangement.

Our company Privacy Policy is set out in the recommendations you receive.

COMPLAINTS

If you have a complaint about the services I provide, the following options for resolution are available.

First Option

Most complaints or disputes arise from miscommunication and can usually be resolved amicably without delay. If you find yourself in this situation, contact me and explain your concerns in order for me to provide a speedy resolution.

Second Option

If you are not satisfied with my response as your Credit Representative, then please contact my Licensee, NewCo Financial Services as follows:

Contact: The Managing Director
Contact phone number: (03) 8508 - 6666
Email: nyoung@newco.net.au

Third Option

If you feel after following both the previous options your complaint has not been satisfied, you may contact the industry External Disputes Resolution Scheme (EDR) we are a member of. Our Credit Representatives are also members of this scheme.

Name of EDR scheme: Credit Ombudsman Service Limited (COSL)

Phone number: 1800 138 422

Email address: complaints can be lodged via the COSL website

Address: C/- Case Management Team
P.O. Box A252
Sydney South NSW 1235



EXPERIENCE COUNTS

MANAGING DIRECTOR

Andrew Larcombe AMFAA

Authorised Credit Representative
No. 393064 of NewCo Financial Services
Pty Ltd under their Australia Credit
Licence No. 385054

When you're about to make one of the biggest financial decisions in your life, it's only reasonable that you would want to make sure the person you are dealing with is suitably experienced to handle your needs.

Why take the risk, and why deal with a person that doesn't have the industry experience needed to get you the best result?

At Morbanx, we believe our experience really counts and we have hundreds of very satisfied customers to prove it!

Managing director Andrew Larcombe has worked in the finance industry for more than 25 years, and previously held senior lending roles within major banks prior to establishing Morbanx.

As an accredited mortgage consultant with the Mortgage & Finance Association of Australia, Andrew was recently honoured by the MFAA with an award (Associate of the MFAA) in recognition of his high level of professional standing within the mortgage industry.

Our consultants also have strong experience, giving you peace of mind that you are in safe hands when it comes to finding you the most competitive finance package and facilitating the process from start to finish.

Morbanx has access to many loan products from over 35 lenders around the country, including major banks, building societies, non-bank lenders and private investors.

"Whether you're a first home buyer or a seasoned investor, I gain great satisfaction selecting the loan that best satisfies your needs," says Andrew. "We are ethical and professional in everything we do, and our ongoing client referrals are testament to the outstanding service that we provide to all our clients."

Why not get an obligation free assessment from one of our professional consultants.

Don't delay. Call us today to make a no obligation appointment on 1300 131 909.

morbanx 
MORE EXPERIENCE • MORE SOLUTIONS • NOT A BANK

Morbanx Pty Ltd

More than just finance brokers

Ph 1300 131 909 www.morbanx.com.au