

# CREDIT GUIDE

## Credit Assistance Provider

Planwise AU Pty Ltd t/as uno Home Loans (ACN 609 882 804) (**uno**)

Australian Credit Licence no: 483595

Level 1, 10-14 Waterloo Street, Surry Hills NSW 2010

## About this guide

Thank you for considering uno to help you with arranging your credit. We are licensed to provide credit assistance under the *National Consumer Credit Protection Act 2009* (Cth) (**NCCP Act**).

We provide 'credit assistance' when we:

- suggest or assist you to apply for a particular credit contract with a financier; and/or
- suggest or assist you to apply for an increase to an existing credit contract with a financier; and/or
- suggest you remain in a particular credit contract with a financier.

We want you to be well informed before you choose us as a credit assistance provider to you, so it is important you carefully read this guide as soon as you receive it.

This guide will tell you about:

- Who we are;
- How you can contact us;
- The services we provide;
- How we assess suitability;
- Fees payable by you and commission received by us; and
- What to do if you are unhappy with us or our products.

In this guide, we will refer to ourselves as 'uno', 'our', 'we' or 'us'.

## About uno

uno is a next-generation digital mortgage service that exists to make the home loan experience smarter, faster and easier for you at every step, all the way to settlement. Plus, our team of experts don't receive individual sales commissions, which means they're there to help you and provide clear, easy to understand advice and can even negotiate with lenders on your behalf. We hold an Australian Credit Licence issued by ASIC.

## Our shareholders

uno has a number of committed investors, including majority shareholder Westpac Banking Corporation (ABN 33 007 457 141).

The home loans we recommend to you from our panel of 20+ lenders are chosen based on their suitability for your individual circumstances and are not influenced by Westpac or any other shareholder.

uno defies industry trends by settling two-thirds of loans through non-major lenders - compared to the Australian mortgage market average of three quarters of loans going to the four major lenders.

## How you can contact uno

To contact uno, you can:

- ☎ 133 uno or 133 866
- [www.unohomeloans.com.au](http://www.unohomeloans.com.au)
- ✉ uno Home Loans  
Level 1, 10-14 Waterloo Street  
Surry Hills NSW 2010  
Fax: 02 8823 1885
- [hello@unohomeloans.com.au](mailto:hello@unohomeloans.com.au)

## Services we provide

We will help you choose a loan that is not unsuitable for your purposes. In doing so, we will provide you with information on a range of lenders and products. Once you have chosen a loan that is suitable for you, we will help you to obtain an approval.

We distribute a range of consumer credit products available through a select panel of lenders and we believe the access we have to these products is extensive and among the best available.

The six lenders we currently conduct most of our business with are: CBA, CUA, Liberty, Macquarie, Resimac, Westpac but we have a wide range of lenders for you to choose from.

Once you have chosen a credit product, we will help you obtain an approval.

## uno's suitability assessment

Under the *NCCP Act*, we are obliged to ensure that any credit product or any limit increase we recommend and arrange is not unsuitable for you. To help us make sure we do not offer you something that is unsuitable, we will ask you some questions so we can make a preliminary credit assessment, for example:

- details of your financial and personal situation;
- information about your requirements and objectives; and
- your ability to repay the loan that you are considering.

We will then verify the information you provided and make a preliminary credit assessment. We must find a credit product or limit increase unsuitable for you if:

- you will be unable to meet your financial commitments under the contract without substantial hardship; or
- the contract will not meet your requirements and objectives.

It is therefore very important that the information you provide us is accurate. You acknowledge that, if you knowingly provide information that is not true, correct or complete, it may affect your ability to secure finance, adversely affect your credit rating and/or may result in action against you.

If you do not provide us with accurate information, we cannot recommend a credit product to you and your application cannot be submitted to our suppliers for consideration.

Even if we recommend any credit product to you, it is important that you consider whether the product will be right for you and whether you are comfortable that you will be able to meet your commitments under the contract.

If we assist you into a credit contract or limit increase, you can ask us for a copy of your credit assessment. We must give you a copy of it within seven (7) days if the request is within the first two (2) years post

completion of the document, or within 21 days if the request is after two (2) years but before seven (7) years after it has been prepared. There is no charge for requesting or receiving a copy of the Preliminary Assessment.

### **Fees payable by you**

We will not charge you a direct fee for using our credit assistance service.

### **Commission received by us**

We may receive upfront and ongoing trail commission from the financiers who provide credit to our customers. These are not payable by you.

When we provide you with credit assistance, you may obtain from us a reasonable estimate of the commission likely to be received, directly or indirectly by us. Further details of the commission earned by us will be set out in the Credit Proposal Disclosure Document we will provide you before applying for finance. uno's home loan experts that provide you with advice do not personally receive sales commissions.

### **Volume based commissions received by us**

We do not receive any volume based commissions from financiers.

### **Commissions paid by us to third parties**

If you were introduced to us by a third party referrer, for example by your financial adviser or accountant, we may pay that referrer a fee for the introduction, or they may receive a portion of the commission paid to uno. This commission percentage will be detailed in the Credit Proposal Disclosure Document and is not payable by you.

### **Further information on fees and commissions**

You may obtain additional information from us about how fees and charges payable by you are worked out, and for a reasonable estimate of commissions likely to be paid by us to third parties, or received (directly or indirectly) by us from financiers (including in relation to any volume based commissions), and how those commissions are worked out, by contacting uno on the details provided in this document. You will also receive information about fees and charges payable by you, or payable to us upon credit application.

### **What to do if you are unhappy with us or our service**

If you are unhappy with uno or our services, please let us know first:

- speak with your uno representative
- ☎ call us on 133 866 and ask for our Compliance Manager
- ✉ write to us at:  
 The Compliance Manager  
 uno Home Loans  
 Level 1, 10-14 Waterloo Street  
 Surry Hills NSW 2010
- email us at [complaints@unohomeloans.com.au](mailto:complaints@unohomeloans.com.au)

### **How we handle disputes**

Where possible, we will try to resolve any concerns you raise immediately. However, sometimes we are unable to do this because there are complicated circumstances to investigate, which may include speaking with other parties. In these cases, the process can take longer. We will let you know who is handling your dispute and how you can contact them.

If we cannot satisfy your concerns, you can contact the Australian Financial Complaints Authority (**AFCA**), a free and independent dispute resolution service. You can directly contact AFCA at:

- [www.afca.org.au](http://www.afca.org.au) | [info@afca.org.au](mailto:info@afca.org.au)
- ☎ 1800 931 678 (free call)
- ✉ Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

### **Things you should know**

If we arrange a loan for you to purchase or refinance real estate, you should make your own enquiries about the value of the real estate and its potential for future growth. Although we may obtain a valuation, that is for our own use and you should not rely on it.

You should ensure that you have approved finance before entering a binding contract to purchase.

We do not provide legal or financial advice. It is important that you understand your legal obligations under the loan, and the financial consequences.

Before you accept your loan offer, make sure you read the credit contract carefully to understand full details of the loan. If you have any doubts, you should obtain independent legal and financial advice before you enter any credit contract.

We represent lenders and have obligations to them, in particular not to provide any information we know is misleading or deceptive. We also have obligations under the law to report any fraud, forgery, or other illegal activities. Before using our services, it is important that you understand that we have these obligations to lenders and under the law.

### **Questions?**

If you have any questions about this Credit Guide or anything else about our services, just ask at any time. We are here to help you.