

Cash Clan Credit Guide

This Credit Guide is designed to help you decide whether to enter into a credit contract with SMC Management Pty Ltd (ACN 611 971 049, Australian Credit Licence 488022, (Cash Clan Pty Ltd (ABN 36 654 827 013, Australian Credit Licence 488022)

It contains important information about:

- some key obligations before providing credit to you; and
- Our complaints procedures and how you can lodge a complaint and,

Our responsible lending obligations

Under the National Consumer Protection Act 2009 (NCCP ACT) before we can provide credit to you we are required to assess whether the proposed credit is 'not unsuitable' for you.

A credit contract will be unsuitable if:

- The credit contract does not meet your requirements or objectives; or
- It is likely that you will be unable to comply with your financial obligations under the credit contract; or
- It is likely that you could only comply with your financial obligations under the credit contract with substantial hardship; or

For a Small Amount Credit Contracts (as defined by the NCCP Act),

- you were in default under another small amount credit contract; or
- In the 90 days before, you owed money under 2 or more small amount credit contracts, unless we prove that you can comply with your credit contract obligations without substantial hardship.

To assist us to make this assessment we will:

- make reasonable inquiries about your financial situation and requirements and objectives and

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- take reasonable steps to verify your financial information – for instance by asking for evidence of your income; and
- use this information to determine whether the credit is unsuitable for you.

Accordingly, we will need to ask you various questions, gather information and make enquiries. It is very important that the information you provide to us is complete and accurate.

If we assess that a proposed credit contract is unsuitable for you, we will not enter into a contract with you.

Obtaining a copy of the suitability assessment

You can ask us for a copy of our credit assessment, which will include a summary of the enquiries we made and the factual information we relied on in making that assessment.

There is no charge for requesting a copy of the assessment.

You can ask for a copy of suitability assessment either before you decide to accept our offer of credit or up to 7 years after you enter into the credit contract.

If you ask for a copy of the assessment within 2 years of the credit contract, we will provide you a copy of the assessment within 7 business days. Otherwise, we will provide the assessment within 21 business days.

We are not required to provide you a copy of the assessment when your application is declined.

Fees and Charges

We will charge fees in relation to the provision of credit to you. The standard fees charged are an Establishment Fee (charged at the settlement of your loan) and an Account Maintenance Fee (charged monthly on the anniversary of the loan settlement date, while the loan is in place). Additional fees may apply if you miss any required loan repayments. Full details of these fees will be disclosed in the credit contract issued to you on approval of your loan application.

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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 inform us verbally or in writing with the exact details of your complaint, so we can work towards a prompt and fair resolution.

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).

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 30 days, then you can have your complaint heard by an independent party. The complaint can be lodged with the Australian Financial Complaints Authority (AFCA):

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

The information in this guide was last created on 22 September 23 and is subject to change.