

## 1. Introduction

Unity Bank Limited is a credit provider and a holder of Australian Credit Licence number 238311.

This Credit Guide provides you with an understanding of what to expect from Unity Bank Limited when we provide credit to you. The Guide includes information about some of our obligations under the *National Consumer Credit Protection Act 2009 (the National Credit Act)*.

This Credit Guide may be provided to you by authorised staff or its credit representatives working in community Service Centres as practicable after it becomes apparent to us that we are likely to enter into a contract with you.

You may also receive other documents when we provide services or credit to you.

## 2. Borrowing money from us

The Bank provides loans to its members only. Under the National Credit Act we are prohibited from providing you with credit under a credit contract if the contract will be unsuitable for you.

Similarly, we are prohibited from increasing the limit of an existing credit contract, if the new limit will be unsuitable for you.

A credit contract or credit limit increase is unsuitable for you if, at the time the contract is entered or limit increased, it is likely that:

- you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship at that time, or
- the contract or increase does not meet your requirements and objectives at that time.

The law presumes substantial hardship (unless the contrary is proved) if, at the time the assessment is made, compliance with financial obligations would require the sale of your principal place of residence.

## 3. Our obligation to make a credit assessment

Before providing you with credit, we must make a preliminary assessment as to whether the contract or increase in limit will be unsuitable for you.

In order to make this assessment we must:

- make reasonable enquiries about your requirements and objectives in relation to the credit contract; and
- make reasonable enquiries about your financial situation, and

- take reasonable steps to verify your financial situation.

Obtaining this information helps us get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transaction costs associated with the proposed credit contract.

The extent of the enquiries we undertake will depend on the circumstances.

## 4. Your right to receive a copy of the credit assessment

You have the right to request a copy of our assessment of your suitability.

You may request a copy of the credit assessment up to 7 years after the day on which the credit contract is entered or the credit limit is increased.

We must give you a copy of our assessment:

Your request is made	We will provide you your assessment
Before entering into the credit contract or increasing the credit limit	As soon as possible after we receive your request
Within 2 years after entering into the credit contract	Within 7 business days of our receiving the request
Between 2 and 7 years after entering into the credit contract	Within 21 business days of our receiving the request

We must provide you the copy of the assessment free of charge.

*Note – you are only entitled to receive a copy of your assessment if your loan is approved or credit limit increased.*

You have other rights to access personal information we collect about you under the provisions of the *Privacy Act 1988 (Cth)*. A copy of our Privacy Policy is available on request, on our website, through our Service Centres or by calling 1300 36 2000 or 1300 364 400.

## 5. Complaints and feedback

If we can improve our services, we welcome your feedback. If you have any issues, suspect an error, or have any concerns about your accounts, we genuinely want to help resolve them.

We have a dispute resolution system to deal with any complaints you may have in relation to your Bank account, access facility or transactions on your account. Our dispute resolution policy requires us to

deal with any complaint efficiently, promptly and sympathetically.

### What to do if you have a complaint

You can access our complaint resolution service in the following ways:

Phone:	1300 36 2000 or 1300 364 400
Mail:	PO Box A253, Sydney South NSW 1235 or PO Box K237 Haymarket, NSW 1240
Email:	<a href="mailto:mail@unitybank.com.au">mail@unitybank.com.au</a> or <a href="mailto:info@gcmutual.bank">info@gcmutual.bank</a>
Website:	<a href="http://www.unitybank.com.au">www.unitybank.com.au</a> or <a href="http://www.gcmutual.bank">www.gcmutual.bank</a>
In person:	Visit one of our Service Centre locations
Website:	Online form through our website or through secure messaging in Online Banking

Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint.

We also have an easy-to-read guide to our complaints and dispute resolution process available to you on request and on our website.

### Details of your complaint

To help us resolve your concerns it's important to give us all the information you have, such as account information, contact details, detailed information regarding your complaint and how you would like your complaint to be resolved.

If we receive everything, we will be able to properly investigate your complaint and work towards a resolution.

### What we will do if you have a complaint

Once your complaint is made to us, we will acknowledge your complaint (generally by the next business day), give you a reference number, and let you know the name and contact details of the person who's handling it as soon as we can.

Our aim is to have your complaint resolved as soon as practical, although we may need up to 30 calendar days. In exceptional circumstances, a resolution may take a longer than 30 calendar days, in which case we will keep you informed of the progress of our investigations and provide you with notification of the delay as well as an explanation.

If your complaint is related to hardship, it will be referred to a specialist in this area, and we will aim to

respond to you within 21 calendar days.

### What to do if you are not satisfied with the resolution

If you are not satisfied with the way in which we resolve your complaint or the speed at which we respond, please raise this with our Complaints Officer.

If your complaint is still unresolved after 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA), which is an independent external dispute resolution body that is free to consumers. You can contact AFCA at:

Phone:	1800 931 678
Mail:	GPO Box 3, Melbourne, VIC 3001
Email:	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
Website:	<a href="http://www.afca.org.au">http://www.afca.org.au</a>

AFCA requires you to contact us in the first instance to try to resolve your complaint.

## 6. Financial Hardship

If your financial circumstances change due to unexpected life events such as job loss, accidents, illness, relationship breakdown, or natural disasters which make it difficult for you to manage your debts and to make repayments, please call us as soon as possible to discuss the situation and your options.

We have a centralised financial hardship team and our approach is to actively assist any member experiencing financial difficulty. Knowing early increases our ability to work with you and assess your situation on a case by case basis.

We will work with you to tailor a suitable plan and will suggest solutions based on the nature of your financial hardship (short term, where restoring your financial position is possible in a few months, or long term, where it may take longer than a few months).

Depending on the nature of your circumstances, we offer a range of options to help best suit your needs, including:

- deferral of repayments for an agreed period of time
- tailored payment arrangements, such as reducing the amount of each payment due
- short-term concessional interest rates
- providing interest-only repayment options on loans
- providing fee waivers
- reducing the limit available on credit contracts; and
- suspending recovery processes to allow you time

to get back on your feet

To enable us to better assess your situation, we may need additional information or documentation from you relating your situation, current and projected financial position.

We also understand that at times you may like to have a friend, relative or third-party representative such as a financial counsellor deal with us, on your behalf. Should this be the case, we require written authority to discuss your personal and account information first to maintain your privacy and then can work together to get you back on track.

If you are in a tough situation financially, please call us, visit one of our Service Centres or refer to our website at [www.gcmutual.bank/about/financial-hardship/](http://www.gcmutual.bank/about/financial-hardship/) for more information.

## **7. Updating this Credit Guide**

All details are current as at the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide if there are any material changes adverse to borrowers.

Contact us for further information.

## **8. More information on borrowing from us**

For general information about borrowing (including loan calculators to help you understand the effect of interest rates, fees and charges and different loan options) visit our website at: [www.unitybank.com.au](http://www.unitybank.com.au) or [www.gcmutual.bank](http://www.gcmutual.bank)