

National Consumer Credit Protection Act 2009:

Finance Broker: Aussie Bike Auto & Boat Loans Pty Ltd A.B.N. 23 091 467 515 (Aussie Loans).

Head Office Address: 558 Gympie Road Chermerside Qld 4032.

Contact Details: Telephone: 07 3256 3733 Facsimile: 07 3256 4744 Email: info@aussieloans.com.au

Aussie Loans ensures that at all times, all staff members and consultants who deal with or are likely to deal with customers, are aware of the names, titles and telephone numbers of our Complaints Officers. Each staff member and consultant is also instructed in how to transfer a customer who has a complaint to our Complaints Officer and to record the details of a complaint if the Complaints Officer is for any reason unavailable.

The Complaints Officers are senior personnel in our organisation and have the necessary experience and authority to handle your complaint and make relevant decisions on outcomes.

The complaint need not be in writing and may be presented to us by any reasonable means, for example letter, telephone, email or in person.

First Point of contact for a complaint:

Complaints Officer: Matthew O'Rourke – Director,

Telephone: (07) 3256 3733 or 1300 256267.

Secondary contact for a complaint:

Deputy Complaints Officer: Dean Webb – Director,

Telephone: (07) 3256 3733 or 1300 256267.

Our EDR provider is : Financial Ombudsman Service Limited (FOS) – 15011

Website Access: www.fos.org.au – Should you not be satisfied with the outcome of our investigation of your complaint you have the option of contacting the Financial Ombudsman Service on – Ph: 1300 780808 or Email: info@fos.org.au

Services we provide: We will help you choose a loan which is suitable for your purposes. We source finance from a panel of lenders and we have listed six with whom we conduct the most business – Australia and New Zealand Banking Group Ltd, GE Automotive Financial Services, Secure Funding Pty Ltd (Liberty Financial), GE Personal Finance, RACV Finance, Money 3.

Information Required from you:

Under the NCCP Act 2009, we are required to ensure that any loan we help you to obtain is not unsuitable for you. In course, we will need to ask you some questions in order to comply with these requirements. We need to make reasonable inquiries about your requirements and objectives and about your financial situation and take reasonable steps to verify that financial situation. We will assess credit as being unsuitable if at the time it is unlikely that you will be able to make the repayments as required and only be able to pay under substantial hardship or the credit will not meet your requirements and objectives.

We must provide you with a copy of our preliminary assessment of your application if you ask for it. We will provide you with our assessment within 7 business days of your written request if it is made within 2 years of us giving you a credit assessment quote. We will provide it within 21 business days if your written request is

received more than 2 years after we issued you a credit assessment quote. We only give a copy of this assessment if we give you credit assistance.

Commissions Received by us:

We may receive commissions from the lenders for providing them with the paperwork that is required to settle the loan. These are not payable by you. We may pay some of this commission to the referral source for their time that was spent in arranging the loan for you. These fees or commissions are not payable by you. You may obtain information about this on request.

We hope you are delighted with our services and appreciate any feedback that may be on offer.

Acknowledgement and Agreement:

I/We acknowledge that I/we have read and fully understand the contents of this document. I/We also acknowledge and agree that we will pay you one of the above mentioned fees for our service.

Full Name :	Signature:	Date: