

## You First Group CREDIT GUIDE

We are a licensed provider of credit assistance under the National Consumer Credit Protection Act 2009. This document provides you with information about us, our representative with whom you are dealing and the services we provide.

Our business name      You First Group Pty Ltd  
   ABN 32146 667 441

Our address                16 Marana Street  
   Shailer Park      Qld      4128

Our phone number        07 3427 7848

Our email address        [cgrimmer@youfirst.com.au](mailto:cgrimmer@youfirst.com.au)

Our Licence number      394847

If you are looking for consumer credit products, our role is to help you find a product that suits you. That process involves talking to you to understand your requirements and objectives in seeking credit, as well as understanding your financial position.

### **Our assistance process**

We are required by law to ensure that any credit product with which we assist you, can be deemed “not unsuitable” for you. In simple terms, this means that the product fits your needs and that you can afford to meet the financial repayments.

To establish this, we need to:

- make enquiries with you as to your needs;
- make enquiries with you as to your financial position; and
- collect evidence from you to verify your financial position.

Once we have done this, we will then use our broking expertise to find a product in the market place that you can afford and that meets your needs.

### **With what products do we provide assistance?**

In the past 3 months, the top 6 lenders that our clients have been placed with are:

1. Westpac
2. QCCU
3. Heritage
4. NAB
5. Bendigo Adelaide Bank
6. CBA

This is not to say that we will only deal with these lenders, it is simply that the products these lenders offer have been most suitable to our most recent clients. Your case may be different and we would look at your needs separately and independently of the above list.

### **How do we get paid?**

We are paid a commission directly from the lender. The lender may pay us a percentage amount upon settlement of your loan and may pay us an ongoing percentage amount for the life of your loan.

These amounts are paid to us by the lender and ARE NOT payable by you. If you are interested and want an estimate of what our commission payment will be and how it is worked out, please just ask us and we will be only too glad to provide you with this information.

### **Aggregator Connective**

We use the services of a finance *aggregator* in order to gain access to many different Australian lenders. In return for this service, our aggregator charges us a share of the commission paid to us by lenders. If you are interested and want an estimate of what the aggregator’s commission share will be and how it is

worked out, please just ask us and we will be only too glad to provide you with this information.

In certain cases, lenders may pay a higher amount of commission, based on the volume of business that is sent to them. We have no such arrangements in place with any of the lenders which we aggregate through Connective. However we do have such an agreement in place with ProLoan Solutions if we process \$18 million, a year a higher commission will be paid.

### **Referral fees**

We do not pay any referral fees.

### **What if you are not happy with our services?**

At “You First”, we always work hard to build strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, we will also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well and other times when you may wish to tell us we have not met your expectations.

If, for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

Mail: 16 Marana Street  
Shailer park  
Qld 4128  
Phone (07) 3427 7848

Email [admin@youfirst.com.au](mailto:admin@youfirst.com.au)

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your complaint.

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 5 days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 45 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation we will write to let you know the outcome and the reasons for our decision.

### *Taking it further*

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 45 days, then you can have your complaint heard by our *external disputes resolution* scheme (EDRS), the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

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

**Online:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678

### **Receiving a copy of our Assessment**

We provide you with credit assistance; you can ask us for a copy of our preliminary assessment any time up to 7 years after we provide you with a credit assistance quote. To request a copy please contact us. We will provide you with a copy;

- Within 7 business days after the day we receive your request – provided you made the request within 2 years of the date of our credit assistance quote or
- Otherwise, within 21 business days after the day we receive your request.

### **Privacy**

## Your Consent

By asking us to assist with your credit needs, you consent to the collection and use of the information you have provided to us for this purpose.

### Collection and use of your information

“You First” and its representatives will only seek to collect necessary information from you in order to provide you with the credit assistance you have sought from us. We may also use this information for purposes associated with our services such as follow-up calls to assist you.

### Types of information we may access

“You First” and its representatives will generally seek ‘personal information’ and ‘financial information’ about you.

Personal information is any information from which your identity is reasonably apparent, which may include information or an opinion about you, your name, date of birth, address, account details, occupation and any other information which we may require to identify you.

Financial information is that which we utilise to assess your suitability for a credit product or to assist you in applying for a credit product. Examples of this information include any finance you may have outstanding, your repayment history in respect of these loans, as well as details of your employment, income and expenses.

In certain circumstances, we may also be required to collect ‘sensitive information’ (such as health information) on behalf of the lender in the course of giving you credit assistance.

### Services without your personal information

Generally it will be necessary for us to identify you in order to assist you with finding a product that meets your needs, however, where it is lawful and practicable for us to do so we will allow you to conduct business with us to the full extent possible without providing us with your personal information such as making general enquiries about promotional offers.

By providing your information to us, we take this as confirmation that you consent to your information being used in accordance with our privacy policy.

### Disclosure of personal information

“You First” and its representatives will never unnecessarily exchange your personal or business information with any third party for any reason, unless compelled by force of law. However, in order to assist you, we may be required to provide your personal information to certain organisations. If your information is not provided, we may be unable to assist you. The types of organisations include:

- Lenders
- Mortgage insurers
- Other mortgage intermediaries
- Valuers
- Other organisations that assist us such as printers, mailing houses, lawyers, debt collectors, accountants and other auditors. Some of these organisations may be overseas. Countries in which your information may be accessed include: India and the Philippines.

### Access and alterations to your personal information

You can gain access to your personal or company information or advise alterations to that information by contacting our office on the above contact details.

Information which is easily accessible will be provided to you free of charge. However, information which is more difficult to access may have a fee associated with the request. You can also contact us for more detailed information on how we collect, handle and secure your personal information.

### Marketing

From time to time, “You First” may contact you with information about products from either the QED group or our industry affiliates that we believe may interest you. To opt-out of receiving such information, simply let us know by contacting us directly using the office details above.

### **Security of your personal information**

“You First” takes reasonable steps to ensure the security of your personal or company information from unauthorised access, theft or modification.

In the extremely unlikely event that “You First” suspects that there has been a data breach that may cause you serious harm, we will take all reasonable steps to assess if your data has been accessed or lost, and if this information being accessed or lost may cause you serious harm. This assessment will always be completed expeditiously and within 30 days.

If “You First” finds that there has been a data breach that has the potential to cause you serious harm, this will be reported to the Office of the Information Commissioner and you directly.

### **Feedback on the handling of your personal information**

Should you be unsatisfied in the manner in which “You First” has handled your personal information please contact us (per details listed above). We will take all necessary steps to investigate and address your concerns. If the issue you have raised is not resolved to your satisfaction you should contact the Australian Information Commissioner at:

Ph: 1300 363 992  
e: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Mail: GPO Box 5218  
SYDNEY NSW 2001.

You can learn more about the Privacy Act and your rights at [www.privacy.gov.au](http://www.privacy.gov.au)