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LOAN WRITING REINVENTED
JUST FOR ADVISERS

Lending with ONE10



Lending with ONE10



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Introduction

WELCOME TO THE ONE10 EXPERIENCE.

Hopefully you are aware of our service following a discussion with your financial adviser about lending.

You should have either received this brochure by email directly from your financial adviser or member of our operations team, or picked up a printed copy from your financial adviser's office.

We have designed our loan writing solution specifically for financial advisers and their clients. As such you are part of an exclusive group who are able to use our services.

Our aim is to simplify the lending process for you as much as possible. You should find us easy to work with and our customer service second-to-none.

We realise that whatever the circumstances, buying a house or borrowing money can be a challenging time. We are here to help guide you through this process as best we can. If you feel that there is anything else we can do for you, do not hesitate to ask.

We are required by law to provide you with certain documents that may be useful to you whilst we work together. These documents are all included within this guide.

Our Credit Guide gives you an overview of what we require from you, which lending organisations we deal with, and how we receive our payments. It also gives you details of any charges you may incur whilst working with us.

The Customer Satisfaction section provides you with details of how to provide feedback to us, and how we can help deal with any concerns you may have. It also provides details of our external regulator.

The Lending Process

ONE10 specialises in understanding the lending business. We understand how the major lenders operate and what assurances and requirements they need from you.

In order to ensure you receive your funds as soon as possible, it is important that you supply us with complete and correct information as quickly as you can.

If you haven't received a tailored ONE10 loan proposal yet,
then you are here

WEEK ONE

- / Understanding your needs
- / Assessing your loan eligibility and borrowing capacity
- / Preparing your tailored loan proposal

If you have already received a tailored ONE10 loan proposal
then you are here

WEEK TWO

- / You approve our proposal
- / Completing your loan application
- / Gathering your supporting documentation,
- / Lodging your loan application

WEEK THREE

- / Loan approvals
- / Property valuation(s)
- / Attending to any final requests from the lender

WEEK FOUR

- / Loan contract preparation
- / Signing loan contracts

WEEK FIVE

- / Preparing for settlement
- / Settlement
- / You receive funds

WEEK SIX

- / Ongoing Care – ensuring your loan is set up correctly

Credit Guide

INTRODUCTION

We are legally obliged to provide you with the following document. As a legal document, we are aware that it may include some terminology with which you are not familiar. If that is the case, or you have any questions, then our operations team will be glad to assist you. You can find our contact details at the end of this document.

OVERVIEW

We provide this Credit Guide to you once it becomes apparent that we are likely to provide you with credit assistance. We provide “credit assistance” when we:

- / Provide you with suggestions or assistance in the application of a particular credit contract with a particular credit provider; or
- / Provide you with suggestions or assistance in the application of an increase to the credit limit of a particular credit contract with a particular credit provider; or
- / Suggest you remain in a particular credit contract with a particular credit provider.

PRELIMINARY ASSESSMENT

When we provide you with credit assistance, we must only recommend credit products that are not unsuitable for you.

To be able to determine which loan products are not unsuitable, we are required to complete a preliminary assessment. When we make this preliminary assessment, we determine:

- / Your requirements and objectives – what kind of loan structure you need, and for what purpose.
- / Your financial and relevant personal situation.
- / Your ability to repay the loan that you are considering.

In assessing these factors we are also required to take reasonable steps to verify some of the information you provide us.

This verification may include:

- / Asking you for copies of documents that demonstrate your financial situation – in some cases we may also need to sight original documents.
- / Contacting third parties to assist in verifying the information that you provide.

OBTAINING A COPY OF YOUR PRELIMINARY ASSESSMENT

If we haven't already provided it to you, you may request a copy of our preliminary assessment, and we must give you a copy of it:

- / At any time during the first 2 of years of completion of the assessment, within 7 business days; or
- / Between 2 years and 7 years after it was conducted we must provide it within 21 business days.

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

HOW WE GET PAID

We are remunerated by lenders for introducing and servicing mutual clients. The lenders we deal with will usually pay us a commission based on:

- / The size of loan; and
- / The particular loan product you have selected

We will only be paid this commission if your loan is settled and drawn down.

We may also be paid an ongoing commission by your lender based on the outstanding balance of your loan.

The commissions that we are paid by your lender are not payable by you – they are paid to us directly by the lender.

If you would like a detailed estimate of how much commission we would be paid by a particular lender for a particular product, we will provide this for you. We will also provide you with a detailed explanation of how this commission is calculated.

Certain lenders may also pay us a bonus based on the amount of business that we introduce to them. We do not have any such arrangement currently.

Fees and charges that are payable by you in relation to our credit assistance

If we provide services which are not eligible for commissions from the lender, we may charge a fee for our services. We will always provide you with clear details about any fees before a finance application is lodged. These will be detailed in your loan proposal.

Credit Guide (continued)

OUR TOP 6 CREDIT PROVIDERS

We have a comprehensive panel of lenders and compare from hundreds of loans to find the most suitable choice for you. By law we are required to let you know who our top-6 credit providers are. This list changes from time to time in line with lender performance and pricing.

- / ANZ Bank
- / AMP Bank
- / Commonwealth Bank
- / National Bank
- / St.George Bank
- / Westpac Bank

If you would like further details about any of these lenders, please don't hesitate to ask us.

REFERRERS AND REFERRAL FEES

ONE10 is a specialised loan writing service exclusively for financial advisers. Therefore in most cases, your business has been referred to us. Where this applies we may pay a referral fee to these parties. If we do pay a fee to these parties, then

- / They have already advised you of this; and
- / We will disclose the actual fee in our proposal

You can also ask us about the fees at any time and we will tell you how much was paid and how it was worked out.

THINGS YOU SHOULD KNOW

We don't make any promises about the value of any property you finance with us or its future prospects. You should always seek impartial professional advice on such matters.

We also do not provide legal or financial advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

Customer Satisfaction

FEEDBACK

All customer feedback is important to us. We would like to know if you have any compliments or problems, or any suggestions on how we can improve our service.

By providing us with feedback you can help continually improve our service to you and future customers.

WHAT IF I HAVE A COMPLAINT?

In the unlikely event you have a complaint or dispute this document will assist you in resolving it. Our internal dispute resolution (IDR) policy is designed to exceed industry standards. We are also a member of an independent external dispute resolution scheme (EDR), run by the Financial Ombudsman Service.

HOW TO MAKE A COMPLAINT

In the first instance, please contact our Complaints-Handling Manager to submit your complaint. You can find their contact details at the end of this document, as well as on our website.

We would like to be the first to know if you are not happy with our services, and you can contact us in writing or over the phone. We may request certain documents and other information from you to fully understand your complaint and assist with the resolution.

RESPONSE TIME

We will:

- (a) Confirm receipt of your complaint within 2 days; and
- (b) Endeavour to resolve your complaint within 7 days. If your complaint is complex, we will endeavour to resolve it as quickly as possible

WHAT IF I AM NOT SATISFIED?

If you are not satisfied with the outcome, or you are unhappy with our resolution procedure at any time, you can contact the Financial Ombudsman Service directly.

You can either do this online, at fos.org.au, or call **1300 78 08 08**

NOTES

Contact Details

GENERAL ENQUIRIES:

You can either speak to our operations team directly by calling 02 9969 9349 or contact them by email on operations@one10.com.au

You can also write to us at:

ONE10

Suite 16

185 Airds Road

Leumeah NSW 2560

CUSTOMER SATISFACTION

Please contact our Complaints Handling Manager, Paul DeGatesbury:

paul.degatesbury@one10.com.au or 0420 99 4444

ONE10 Limited is an Australian Credit Licensee.
Licence No.407713

EDR Scheme: Financial Ombudsman Service.

EDR Member No. 28172

FBAA Member Number: 104721

ABN: 50 151 787 585



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SUPPLEMENTARY CREDIT GUIDE

Customer First Charter

Our priority is to you, our customer. We place your finance needs above those of any lender, our company or anyone else.

Our duty is to ensure you obtain a loan which is appropriate (in terms of loan amount and structure), affordable, suitable for your needs and requirements and delivered in a responsible manner which provides you with a good outcome.

We will be transparent about products and options and applicable fees and charges. We will communicate in simple to understand language and act with the highest standards of integrity. We are committed to ensuring the product selected will meet your needs and requirements at the time of providing credit assistance.

Supplementary Credit Guide

This Supplementary Credit Guide contains updated information particularly around lender data in line with the new financial year and our updated privacy statement.

Other people we deal with

We have approval to utilise lenders and their loan products through the services of our aggregator 'Connective Broker Services Pty Ltd (ABN 77161731111), Australian Credit Licence 389328'. The aggregator charges us a fee depending on our contract arrangements, consisting of:

- a share of commission that is paid by the lender
- a membership fee for our business
- a monthly fee for each of our accredited loan writers.

We have access to a panel of lenders through Connective. Macquarie Bank Limited is a 25% shareholder of Connective. We have access to products including those from Macquarie Bank Limited.

Commissions paid by Connective's lender panel are transparent and do not influence the broker or consumer choice. Connective is committed to quality consumer outcomes in all circumstances.

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 45 days, then you can have your complaint heard by an independent party. The complaint can be lodged with the Australian Financial Complaints Authority (AFCA):

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

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.

Privacy Statement

We are committed to protecting the privacy of your personal information. Our Privacy Policy governs how we collect, handle, use and disclose your personal information. It also deals with how you can access the personal information we hold about you, ask us to correct it, or make a privacy related complaint.

This policy explains how we respect your right to privacy in accordance with the Australian Privacy Principles contained in the Privacy Act (Cth).

What information do we collect and how do we use it?

We will collect personal information when we do business with you. This may include a broad range of information from your name, address and contact details to other information about your qualifications, employment history and financial information.

If you choose not to supply any of the information we request, our ability to assist you may be limited.

We will use your personal information:

- to conduct our business
- to manage our business relationships with you and with others, including our Credit Providers
- to complete a transaction on your behalf
- to provide you with information about our products and services.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications.

You can unsubscribe by notifying us and we will no longer send information to you.

How do we hold and protect your information?

We strive to maintain the relevance, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you on our secure database. In some cases, your file is archived and sent to an external data storage provider for a period of time. We only use storage providers who are also regulated by the Privacy Act.

We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or exposure. Access to your information is restricted to those employees whose job requires that information. Access to our premises and computer systems is restricted through locks, password protection, internet firewalls and routers.

We will take reasonable steps to destroy or de-identify your personal information when your personal information is no longer required for our business functions.

Will we disclose the information we collect to anyone?

We do not sell, trade or rent client lists or personal information to any third party. We will disclose personal information about you to our lenders and agents where it relates to our credit assistance.

In all cases we will only disclose that information that is strictly required and take all reasonable steps to ensure that your personal information is handled in accordance with the Australian Privacy Principles.

Otherwise, we will not disclose personal information unless you consent, we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

How can you access, update or correct the information we are holding?

If you believe that we are holding inaccurate, incomplete, irrelevant or out of date data about you, you may ask us to correct it. You can make a request for access to or correction of your personal information by contacting us anytime.

In some limited circumstances, we may need to refuse access to your information or refuse a request for correction. If this is the case, we will advise you as soon as possible after your request and provide you with our reasons for the refusal.

What happens if you are not happy with how your information is handled?

If you have concerns about whether we have complied with the Privacy Act or this Privacy Policy and would like to make a complaint, please contact us. Your complaint will be considered through our internal complaints resolution process and we will try to respond with a decision as soon as possible.

Your consent

By asking us to assist, you consent to the collection and use of the information you have provided to us for the purposes described above.

For more information on your privacy rights please visit www.privacy.gov.au.

Lender data

We are authorised to engage in credit activities and therefore help obtain loans for you from a panel of lenders. The following are the lenders through which we have conducted the most business over the last 12 months.

Home loans	Commercial loans	Asset finance	Personal loans
AMP Limited	ANZ Bank	ANZ Equipment Finance	ANZ Personal Loans
ANZ Bank	ING	Capital Finance	Wizr
Commonwealth Bank	La Trobe	Macquarie Bank	
ING	National Australia Bank	WBC Equipment Finance	
Macquarie Bank	Thinktank		
ME Bank	Westpac		

Our other major lender partners (this is not an exhaustive list):

				
				
				
				
				
				