CREDIT GUIDE

CREDIT GUIDE **Version 3.0 – Last updated: March 2026**

Licensee's Name: Sef Nowrozi T/A Prospect Finance Group/ Prospect Home Loans
ABN: 23 771 450 619
Address: LXD Business Centre - Chadstone Tower 1, Level 8, 1341 Dandenong Rd, Chadstone Vic 3148 Licensee's
Phone Number: 0447 481 846 Office Number: 03 9964 5383
Email Address: Admin@prospectfinancegroup.com.au
Australian Credit Licence Number: 531593

ABOUT THIS CREDIT GUIDE

This Credit Guide provides you with important information about the credit assistance services we provide. It outlines our obligations to you, how we are paid, and what to do if you have a complaint.

We are the holder of an Australian Credit Licence (ACL 531593) and are authorised to provide credit assistance under the National Consumer Credit Protection Act 2009 (NCCP Act).

OUR OBLIGATIONS TO YOU (BEST INTERESTS DUTY)

We are required by law to act in your best interests when providing credit assistance and to prioritise your interests in all recommendations.

This means we must:

- Act in your best interests at all times
- Ensure any credit product we recommend is appropriate for your needs and objectives
- Take reasonable steps to verify your financial situation
- Not recommend a product that is unsuitable for you

We also manage and disclose any conflicts of interest that may arise, including those relating to commissions.

Key Information:

WHAT IS CREDIT ASSISTANCE?

We give you credit assistance when:

- we assist you to apply for a particular loan or lease;
- we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan);
- or we suggest you remain in your current loan or lease.
- we give advice on your overall credit/finance situation
- we give advice on credit options if you get into financial difficulty

OUR LENDER PANEL

We have access to a broad range of lenders and may recommend products from a panel of lenders. We do not have access to all lenders or products available in the market.

ASSESSMENT OF SUITABILITY

Before providing credit assistance, we are required to assess whether the credit contract is not unsuitable for you.

This involves:

- Understanding your requirements and objectives
- Assessing your financial situation
- Verifying your income and expenses

A loan will be considered unsuitable if:

- You cannot meet repayments without substantial hardship; or
- It does not meet your requirements or objectives

GETTING A COPY OF OUR ASSESSMENT

If we provide you with credit assistance, you can ask us for a copy of our 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 make 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.

FEES PAYABLE BY YOU

We may charge a fee for providing credit assistance. More detail about those fees, if they apply will be set out below or in our Service Agreement (Quote) that we will give to you before we provide you with credit assistance and will also be discussed with you prior to commencing credit assistance.

On most occasions, our service to you, the customer is free. However, during the course of the application and/or loan, circumstances may arise which incur costs either due to complexities of the application or costs originating from the banks/lenders themselves.

These may include,-

- A service/processing fee may apply as we might incur costs like Credit Report access, plus a variety of other admin charges.

FEES PAYABLE BY YOU TO THIRD PARTIES

When the application for your loan is submitted, you may be required to pay other fees and charges (such as an application fees, valuation fees and other fees) to the lender, lessor, the Government or other parties. This is outlined to you by the Lender and you should review the disclosure documents and your loan contract for further details of any such fees and charges.

COMMISSIONS AND REMUNERATION

We may receive commissions from lenders when we arrange a loan for you.

These commissions are paid by the lender and do not increase the cost of your loan.

Typical commission ranges are:

- Upfront commission: approximately 0.50% – 0.70% of the loan amount
- Trail commission: approximately 0.10% – 0.30% per annum of the loan balance

You can request detailed information about commissions at any time.

CONFLICT OF INTEREST

Commissions and other benefits we receive may create a conflict of interest.

We manage these conflicts by:

- Complying with our Best Interests Duty
- Prioritising your interests over our own
- Recommending products based on suitability, not remuneration

REFERRALS AND THIRD-PARTY PAYMENTS

We may pay a referral fee or commission to third parties who refer you to us.

We may also receive referrals from professionals such as real estate agents, accountants, or financial planners.

You may request information about any referral arrangements.

FEES PAYABLE TO THIRD PARTIES

You may need to pay fees to third parties, including:

- Lender fees
- Valuation fees
- Government charges (e.g. stamp duty)

These will be disclosed in your loan documentation.

OUR INTERNAL DISPUTE RESOLUTION

We always strive to provide the best possible service and provide you with the finance that suits your needs. However, we appreciate that from time to time, applicants may not be satisfied with the process or the solution. If this occurs, and you have a complaint about the service we provide, we have a resolution process in place to address your concerns. You can lodge your complaint through several channels. You may do this verbally or in writing. If you choose to lodge the complaint by email or mail, please make sure you include as much information as you can. You should explain the details of your complaint as clearly as you can.

Please contact our complaints officer using the following contact details

- **Name:** Prospect Finance Group
- **Telephone:** 03 9964 5383
- **Mobile:** 0447 481 846
- **Email:** Admin@prospectfinancegroup.com.au
- **Office:** LXD Business Centre - Chadstone Tower 1, Level 8, 1341 Dandenong Rd, Chadstone Vic 3148

KEEPING YOU INFORMED

Our complaints area will acknowledge receipt of your complaint as soon as practicable (ideally within 1 day). If unable to resolve the complaint/dispute to your satisfaction within 1 business day, we will write to you advising the procedures we will follow in investigating and handling your complaint.

Within 30 days from the date you lodged the complaint with us, we will write to you advising you the outcome of the investigation and the reason/s for our decision, or if required, we will inform you more time is needed to complete the investigation.

We may ask for additional information and request you to put your complaint in writing to ensure your issue is properly investigated.

In cases where your complaint will take longer to resolve, we will update you progressively.

EXTERNAL DISPUTE RESOLUTION

Our external dispute resolution service provider is the Australian Financial Complaints Authority (AFCA), which can be contacted via:

- Australian Financial Complaints Authority (AFCA)
- Telephone: 1800 931 678
- Mail: Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne, VIC 3001
- Fax: (03) 9613 6399

Any compliment, comment and any feedback can be sent to our primary contact details too.

PRIVACY AND CREDIT REPORTING

We collect personal information to provide credit assistance and may disclose it to lenders and credit reporting bodies such as Equifax, Illion, and Experian.

Our Privacy Policy is available on our website at www.prospectfinancegroup.com.au

Questions

If you have any questions about this credit guide or any other aspects of our services, please do not hesitate to ask.