

Credit guide

Under the *National Consumer Credit Protection Act 2009* ("National Credit Act"), Chief Executive Officer (Housing) is required to provide you with this credit guide explaining our obligations as a credit provider.

Borrowing money from Chief Executive Officer (Housing)

Chief Executive Officer (Housing) provides loans to eligible clients only. Under the *National Credit Act*, we cannot enter into a credit contract with you if the contract is unsuitable for you.

A credit contract is unsuitable for you if, at the time you enter the contract:

- it is likely that the contract does not meet your requirements or objectives; or
- you will be unable to comply with your financial obligations under the contract or will only be able to comply with substantial hardship.

Agent for Chief Executive Officer (Housing)

People's Choice Credit Union* ("People's Choice") acts as the agent for Chief Executive Officer (Housing) under a Mortgage Management Agreement. Under this agreement, People's Choice receives and assesses all applications for credit on behalf of Chief Executive Officer (Housing). All credit assessments are completed by People's Choice based on the guidelines and policies of Chief Executive Officer (Housing).

Chief Executive Officer (Housing)'s obligation to make a credit suitability assessment

Before you are offered credit, People's Choice, on behalf of Chief Executive Officer (Housing), must make an assessment as to whether the proposed credit contract will be suitable for you.

In order to make this assessment, People's Choice must:

- make reasonable inquiries about your requirements and objectives in relation to the credit contract;
- make reasonable inquiries about your financial situation; and
- take reasonable steps to verify your financial situation.

Obtaining this information helps People's Choice get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transactions associated with the proposed credit contract.

The extent of the inquiries People's Choice undertakes will depend on individual circumstances.

Your right to receive a copy of the credit suitability assessment

You have the right to request a copy of the suitability assessment. You may request a copy of the credit assessment up to seven years after the date on which you enter into the credit contract. You are only entitled to receive a copy of your assessment if your loan is approved.

Under the provisions of the *Privacy Act 1988 (Cth)*, you have other rights to access personal information collected about you by People's Choice on behalf of Chief Executive Officer (Housing).

Lodging a complaint

Chief Executive Officer (Housing) and People's Choice are proud of the quality service they provide to Territorians. If you find reason to be dissatisfied with any of Chief Executive Officer (Housing)'s products or People's Choice's services, we need to know so the problem can be addressed.

Chief Executive Officer (Housing) has a complaints and dispute resolution process in place. The process is designed to deal promptly and fairly with complaints that are not able to be resolved satisfactorily by the officer dealing with them.

Please tell us if you have a complaint or feedback by following the steps outlined below. Feedback to Chief Executive Officer (Housing) or its agent, People's Choice, is a valuable way to help improve our products and procedures. Call us if you have a problem or if you think the service to you can be improved.

Origin of the complaint

The complaints process covers both Chief Executive Officer (Housing)'s products and People's Choice's services including:

- Chief Executive Officer (Housing)'s loan products;
- People's Choice's provision of services in the assessment of applications for credit and on-going management of loans; and
- concerns as to privacy issues consistent with the *Information Act 2002* for Chief Executive Officer (Housing) and the *Privacy Act 1988* for People's Choice.

What to do if you have a complaint

Step one

Contact People's Choice's Call Centre on 08 8943 3319 or visit your local People's Choice Branch and they may be able to resolve your complaint on the spot. If they are unable to resolve it immediately, then they will seek to resolve your complaint within 21 days.

If you are not satisfied with the result or People's Choice is not able to resolve your complaint, advise the officer you have been dealing with how you would like the matter resolved. People's Choice will refer the complaint to their Service Quality Department (servicequality@peopleschoicecu.com.au) who are responsible for monitoring complaints in relation to Chief Executive Officer (Housing)'s products and services.

Step two

Once your complaint has been referred to People's Choice's Service Quality Department, a formal response will generally be issued within three days. Whilst People's Choice will attempt to resolve your complaint within 21 days, if it is unable to notify you of a decision within that time frame and additional time is required, you will be advised in writing that a further period, not exceeding 9 days for credit reporting complaints or 24 days for all other complaints, will be required for investigation.

Should the matter still not be resolved to your satisfaction, then you can have your complaint reviewed by Chief Executive Officer (Housing). Chief Executive Officer (Housing) will contact you within three working days and will gather all the necessary information. Chief Executive Officer (Housing) will keep you informed of the progress of the review of your dispute at least every ten working days. In most cases a decision will be given within 15 working days.

Step three

Chief Executive Officer (Housing) is not required to be a member of an external dispute resolution scheme. Consequently, your rights to have our decisions externally reviewed are as follows:

- If you are not satisfied with the outcome, you can ask that we refer your matter to Chief Executive Officer (Housing) for further consideration and review. You should request to do so as soon as you are not satisfied with the outcome or if we fail to respond.

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid.

You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at <https://asic.gov.au/for-consumers/>.

Updating this credit guide

All details are current as at the date this credit guide was published. Chief Executive Officer (Housing) will publish minor changes at <https://nt.gov.au/homebuild-access> and update the credit guide if there are any material changes adverse to borrowers.

More information

For enquiries regarding Chief Executive Officer (Housing)'s loan initiatives, call People's Choice on 08 8943 3319 or look us up online at <https://nt.gov.au/>