

Financial Services Credit Guide and Privacy Policy

Mike Hughes & Partners - (South West) **"Our Experience, Servicing You"**



ABN: 61 862 845 612

Australian Credit Licence No: 394592

FINANCIAL SERVICES CREDIT GUIDE & PRIVACY POLICY

INTRODUCTION

This document provides details on our operation and how we deal with you, including any costs and queries you may wish to bring to our attention as part of our service to you.

ABOUT US

Mike Hughes and Partners Finance Brokers has been operating since 1982. After undergoing a re-structure in 2006, the name was changed to Mike Hughes & Partners (South West).

Whilst in operation our firm has successfully assisted numerous clients with commercial finance propositions relating to various types of industries.

Originally located in Georges Hall and now located in Milperra, our firm is a small and personal operation that consists of 12 staff, all having extensive banking and finance industry backgrounds.

With our years of experience in the industry, we are able to offer our clients the suitable finance packages they so require, which will enable them to continue running their businesses with success in mind.

Our firm prides itself on customer service and efficiency. So if you're in the market for a new or used motor vehicle, a mortgage loan, machinery related to earthmoving and excavation or a piece of specific equipment required for your business, please contact the friendly staff at Mike Hughes and Partners - (South West) for a finance package that will suit you.

HOW WE OPERATE

Our office undertakes a detailed assessment of your personal situation and finance needs prior to arranging any loan recommendation. Our process is set out below:

- Initial contact and interview to understand your needs and requirements
- Collation of documents including formal identification for AML purposes and assessment of a suitable lender
- Preparation, submission and follow up of loan application with relevant lender
- Negotiation of application outcome including approval and rates with lender
- Quality control of loan settlement documents and meeting for discussion and execution of documentation
- Management of transaction settlement and post settlement discussions
- Ongoing management and review of your lending facilities

PRODUCTS AND LENDERS

Our firm offers the following products which may be subject to change at our discretion:

- Chattel Mortgage
- Commercial Hire Purchase
- Finance Lease
- Operating Lease
- Insurance Premium Funding
- Debtor Finance
- Mortgage, Business and Investment Property Loans
- Super Fund Loans
- Overdraft and Lines of Credit

AUTHORISED CREDIT REPRESENTATIVE

A 'credit representative' is a person who is authorised by a credit licensee to engage and provide credit activities on behalf of the licensee. All authorised credit representatives are required to regularly undertake training and professional development to meet industry standards.

FEES, CHARGES & COMMISSIONS

We normally receive remuneration from the lender in the form of a commission payment for arranging your finance. Brokers are also able to charge a fee for service. This fee, if charged, will be pointed out to you in advance of your finance application. It is not the practice of our office to charge a fee for service. All other fees charged relate to documentation, inspection and or valuation fees and statutory charges and are charged by the lenders direct. These fees will be detailed in your loan offer document for review by you prior to signing.

COMPLAINTS

In the first instance, if you are dissatisfied with how we have dealt with your personal information via the Privacy Act, or you have a general complaint about our dealings with you, you may contact our Complaints Officer, via email at info@mikehughespartners.com.au or by telephone on (02) 9772 0124.

All complaints will be handled in accordance with our Dispute Resolution Process.

If the outcome is not to your satisfaction you may contact our External Dispute Resolution body, Australian Financial Complaints Authority Limited ("AFCA") via telephone on 1800 931 678 or via their website www.afca.org.au

PRIVACY POLICY

We understand how important it is to protect your personal information. This document sets out our privacy policy commitment in respect of personal information we hold about you and what we do with that information. Our privacy policy is set out below.

Who are we?

'We', 'us' and 'our' refer to Mike Hughes & Partners - (South West) ABN 61 862 845 612, Australian Credit Licence 394592 and our related businesses.

Personal information

When we refer to *personal information* we mean information from which your identity is reasonably apparent. This information may include information or an opinion about you. The personal information we hold about you may also include credit information.

Credit information is information which is used to assess your eligibility to be provided with finance and may include any finance that you have outstanding, your repayment history in respect of those loans, and any defaults. Usually, credit information is exchanged between credit and finance providers and credit reporting bodies.

The kinds of personal information we may collect about you include your name, date of birth, address, account details, occupation, and any other information we made need to identify you.

If you are applying for finance we may also collect the ages and number of your dependants and cohabitants, the length of time at your current address, your employment details and proof of earnings and expenses.

Why we collect your personal information

We collect personal information for the purposes of assessing your application for finance and then the ongoing managing of your finance. We may also collect your personal information for the purposes of direct marketing to you by our firm and managing our relationship with you. From time to time we may offer you other products and services as relevant to your needs.

How do we collect your personal information?

Where reasonable and practical we will collect your personal information directly from you. We may also collect your personal information from other people such as accountants and lawyers.

Do we disclose your personal information?

We may disclose your personal information:

- to prospective funders or other intermediaries in relation to your finance requirements;
- to companies that provide information and marketing services systems to us;
- to anybody who represents you, such as lawyers and accountants;
- to anyone, where you have provided us consent;

where we are required to do so by law, such as under the *Anti-Money or Laundering and Courter Terrorism Financing Act 2006* (Cth);

- to referees or identity verification services.

Prior to disclosing any of your personal information to another person or organisation, we will take all reasonable steps to satisfy ourselves that:

- (a) the person or organisation has a commitment to protecting your personal information at least equal to our commitment, or
- (b) you have consented to us making the disclosure.

Direct marketing

We may use your personal information to provide you with current information about finance, offers you may find of interest, changes within our organisation, or new products or services being offered by us or any company with whom we are associated.

If you do not wish to receive marketing information, you may at any time decline to receive such information by telephoning us on **(02) 9772 0124** or by email to our Privacy Officer, at info@mikehughespartners.com.au or post to PO Box 200 Revesby North NSW 2212. If the direct marketing is by email you may also use the unsubscribe function. We will take all reasonable steps to meet your request at the earliest possible opportunity.

Updating your personal information

It is important to us that the personal information we hold about you is accurate and up to date.

During the course of our relationship with you we may ask you to inform us if any of your personal information has changed.

Using government identifiers

If we collect government identifiers, such as your tax file number, we do not use or disclose this information other than required by law. We will never use a government identifier in order to identify you.

Business without identifying you

In most circumstances it will be necessary for us to identify you in order to successfully do business with you, however, where it is lawful and practicable to do so, we will offer you the opportunity of doing business with us without providing us with personal information, for example, if you make general inquiries about interest rates or current promotional offers.

How safe and secure is your personal information that we hold?

We will take reasonable steps to protect your personal information by storing it in a secure environment. We may store your personal information in paper and electronic form. We will also take reasonable steps to protect any personal information from misuse, loss and unauthorised access, modification or disclosure. We may also use secured server storage to store the personal information we hold about you which may include an off site secure backup mechanism.

When you visit our website details may be recorded about your visit, such as time and date, your server address, pages accessed, time spent and type of browser. This information is used in an anonymous form for statistical purposes and as such cannot identify you personally. If you do not wish to use cookies you can adjust the settings on your browser to reject cookies or to notify you when they are being used.

Our website contains a number of links to other websites. If you access another websites from our site be sure to check the privacy policy of those other websites as we are not responsible for the privacy practices of other organisations.

Further information

You may request further information about the way we manage your personal information by contacting us directly.

Change in our privacy policy

We are constantly reviewing all of our policies and attempt to keep up to date with market expectations. Technology is constantly changing, as is the law and market place practices.

As a consequence we may change this privacy policy from time to time or as the need arises.