

free of charge by Australian Financial Complaints Authority, an external dispute resolution body of which Defence Bank is a member.

AFCA may be contacted as follows:

Australian Financial Complaints Authority  
GPO Box 3,  
Melbourne VIC 3001

Phone: **1800 931 678 (free call)**

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

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

This service is available at no cost to you. It is important to note that AFCA cannot deal with your dispute unless you have attempted to resolve the issue with us first. Further information regarding AFCA including their Rules and Operational Guidelines is available from their office or website.

## Updating this Credit Guide

All details are current as at the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide if there are any material changes adverse to borrowers.

# DEFENCE BANK

## Credit Guide

Effective date October 2018

## WE'RE HERE TO HELP

It's easy and convenient to contact us.  
Here's how:



**1800 033 139** (8am to 8pm AEST weekdays)



**visit your local Defence Bank branch**



**defencebank.com.au**



**info@defencebank.com.au**

### Defence Bank Limited

ABN 57 087 651 385 AFSL/Australian Credit Licence 234582  
Head Office, Level 5, 31 Queen Street  
Melbourne VIC 3000

F648 (10/18)

## Introduction

Defence Bank offers a full range of consumer lending products, including credit cards, overdrafts, personal loans and home loans.

As a licensed credit provider, Defence Bank is required to give you a Credit Guide as soon as practicable after it becomes apparent to us that a credit contract is likely to be entered into.

This Credit Guide provides information about Defence Bank, our responsible lending obligations, and our dispute resolution process.

## Borrowing money from us

Defence Bank provides loans to its members only.

Under the *National Consumer Credit Protection Act 2009* we are prohibited from providing you with credit under a credit contract if the contract will be unsuitable for you.

Similarly, we are prohibited from increasing the limit of an existing credit contract if the new limit will be unsuitable for you.

A credit contract or credit limit increase is unsuitable for you if it is likely that:

- > you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship at that time, or
- > the contract or increase does not meet your requirements and objectives at that time.

## Our obligation to make a suitability assessment

Before providing you with credit, we must make a preliminary assessment as to whether the contract or increase in limit will be unsuitable for you. In order to make this assessment we must:

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

Obtaining this information helps us get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees and charges and transaction costs associated with the proposed credit contract. The extent of the inquiries we undertake will depend on the circumstances.

## Your right to receive a copy of the suitability assessment

You have the right to request a copy of our assessment of your suitability (at no charge to you).

You may request a copy of the suitability assessment, which we will provide within the following time frame:

- > 7 business days if the request is made within 2 years of the credit day\*
- > 21 business days if the request is made between 2 years and 7 years of the credit day\*.

\*The credit day is the date the credit contract is entered into or the credit limit is increased.

We are not required to provide you a copy of the assessment if the credit application or increase has been declined, or if the credit contract your request relates to was entered into before 1 January 2011.

You have other rights to access personal information we collect about you under the provisions of the *Privacy Act 1988 (Cth)*. Please refer to our Privacy Policy which is available on our website at [defencebank.com.au](http://defencebank.com.au) or on request.

## Dispute Resolution Procedures

If you have a complaint about any of our products or services, Defence Bank has established complaints resolution procedures that aim to deal with and resolve your complaint promptly, thoroughly and fairly.

If you have an issue or complaint that needs addressing, we request you follow these steps:

In the first instance:

- > call Defence Bank on **1800 033 139**
- > talk to the staff at your local Defence Bank branch
- > email [info@defencebank.com.au](mailto:info@defencebank.com.au)

However, if you are still not satisfied with the resolution of your complaint or dispute, you may contact Defence Bank's Complaints Officer by:

- > email [info@defencebank.com.au](mailto:info@defencebank.com.au) (Attention to the Complaints Officer)
- > writing to:  
The Complaints Officer  
Defence Bank  
PO Box 14537  
Melbourne, VIC 8001

For more information about Defence Bank's complaints resolution procedures, please refer to the 'Complaints and Disputes Resolution Guide' which is available at any Defence Bank branch.

If you are not satisfied with the steps taken by Defence Bank to resolve the complaint, or with the result of Defence Bank's investigation, you are entitled to have your complaint resolved