



## Credit Guide

Compare the Market Pty Ltd (CTM) is the holder of Australian Credit Licence Number 422926. It is also the owner and operator of the website at [www.comparethemarket.com.au](http://www.comparethemarket.com.au) (Website) at which customers can compare products in a number of different categories, including home loans and credit cards.

This Credit Guide provides you with the key information that you need to know to make an informed and confident choice when using the Website in relation to home loans and credit cards. It summarises how our comparison service works, how we are paid, and what to do if you would like to make a complaint to us.

### CTM's role as an intermediary

When you use our Website to compare Home Loans or Credit Cards, we will:

- collect basic information from you about the type of product you are after; and
- provide you with a comparison of a number of different products that might be suitable to your needs or that might be available to you.

In each case your eligibility for the products that we show to you are subject to you satisfying the relevant provider's requirements, including in relation to a credit assessment.

CTM does not provide credit assistance. We will not recommend any specific credit cards or home loans to you and we will not assist you to complete your application.

In the case of Credit Cards, if you would like to proceed to make an application for a card, we will refer you to the relevant credit provider to make that application.

In the case of Home Loans, if you would like to check your eligibility or apply for a particular loan, we can arrange for you to be contacted by a mortgage broker to assist you. The mortgage brokers that we refer you to will either hold their own credit licence, or they will be a credit representative of Australian Finance Group Ltd which holds Australian Credit Licence # 389087. In either case, the broker will complete a Preliminary Credit Assessment to determine what kind of loans would be suitable for you. In consultation with you, they will find out and discuss with you your financial situation, financial objectives and borrowing needs before they determine which loan product may suit your situation / requirements. CTM will not play any role in that process, and you should ask for a Credit Guide from AFG or the AFG broker for more information about the credit assistance that they provide to you.

### Lenders and Products – Home Loans

<b>Lenders available</b>	On our Website we will show you a range of lenders that participate on AFG's panel of lenders. We do not have access to all lenders in the market, or all products offered by all lenders.
<b>Participating Providers</b>	<a href="#">Click here</a> to see providers that CTM currently compares.
<b>Commonly used lenders</b>	<p>The list below documents the six most commonly used Lenders by AFG. This does not reflect all the financial institutions that AFG conducts business through.</p> <p><b>Financial Institutions:</b></p> <ol style="list-style-type: none"><li>1. Macquarie Bank</li><li>2. ANZ</li><li>3. Westpac</li><li>4. Commonwealth Bank</li><li>5. AFG Home Loans – Edge</li><li>6. ING</li></ol>

## Fees, Charges, Commission and Disclosures – Home Loans

<b>Fees payable by you to third parties</b>	When the credit application (loan) is submitted, you may need to pay the lender's application fee, valuation fees, or other fees that are associated with the loan application process, even if the loan is ultimately unsuccessful.
<b>Fees payable by you to CTM</b>	CTM does not charge consumers any fees.
<b>Payments received by CTM</b>	Please take notice CTM may receive commissions which are paid to AFG by lenders and then on paid to CTM by AFG in connection with finance arranged by AFG brokers following enquiries referred by CTM to AFG mortgage brokers. This commission is not payable by you. The commission depends on the amount of the finance and may vary from product to product. You can obtain information from CTM about how its commission is worked out and a reasonable estimate of the commission.

## Issuers and Cards - Credit Cards

<b>Providers available</b>	On our Website we will show you credit cards with issuers that have agreed to participate on our panel from time to time. We do not have access to all card issuers in the market, or all cards offered by them.
<b>Participating Providers</b>	<a href="#">Click here</a> to see providers that CTM currently compares.

## Fees, Charges, Commission and Disclosures – Credit Cards

<b>Fees payable by you to third parties</b>	When the credit card application is submitted, you may need to pay the provider's application fee or other fees that are associated with the application process, even if the application is ultimately unsuccessful.
<b>Fees payable by you to CTM</b>	Nil. CTM does not charge consumers any fees.
<b>Payments received by CTM</b>	CTM may receive a fee for each credit card referral, application or approval resulting from its services. The fee varies according to the type of credit card, the provider and whether the application is submitted, referred or approved. The fee may be up to \$250 for standard credit cards (cards other than business, platinum and black credit cards) and up to \$400 for business, platinum and black credit cards.

## Complaints

There may be instances from time to time, where you may be dissatisfied with the CTM website or services. If you have a complaint about the service, the following steps or avenues for resolution are available to you.

**Step 1** - Contact CTM on the contact details below;

**Step 2** - If the matter is not resolved to your satisfaction within 14 days, please contact CTM's Dispute Resolution Manager;

Phone: 13 32 32

Email: [complaints@comparethemarket.com.au](mailto:complaints@comparethemarket.com.au)

**Step 3** - If an issue has still not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is available to you, at no cost.

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

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

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

## CONTACT DETAILS

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### 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 rely on your own enquiries.

We don't 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 or credit card contract.