

**RACV Finance CREDIT GUIDE**

(Section 126 National Consumer Credit Protection Act 2009)

**Licensee:**

R.A.C.V. Finance Limited (**RACV Finance or we**)  
550 Princes Highway  
Noble Park North VIC 3174  
(Phone 13 15 60)

**Australian credit licence number:** 391488

**Obligations of RACV Finance before entering a credit contract:**

- (a) Under the National Consumer Credit Protection Act 2009 we are obliged to gather all your relevant personal and financial information and make reasonable inquiries about your loan requirements and objectives to ensure that when we assess your loan, it is not unsuitable for you. A contract will be unsuitable if it does not meet your requirement or objectives or it is likely you will be unable to make loan repayments, or could only do so with substantial hardship.
- (b) At your request, we must provide you with a written copy of our 'credit assessment' of your loan application. However, we are only required to give you a copy of the credit assessment if a loan contract is entered into. If your request is made within 7 years of the loan contract date, the assessment notice will be forwarded to you within:
- 7 business days, if your request is made within 2 years of the loan contract date, or
  - 21 business days, if your request is made after 2 years from the loan contract date.

**Dispute Resolution**

- a) How to resolve a complaint or dispute internally:

*If you have a complaint, please contact RACV Member Relations on 1800 675 958, or*

*Write to:*  
RACV Member Relations  
485 Bourke Street, Melbourne 3000  
*Or, email: [Member\\_Relations@racv.com.au](mailto:Member_Relations@racv.com.au)*

*Unless there are exceptional circumstances, we will resolve your complaint within 45 days.*

- b) **How to resolve a complaint or dispute externally:**

*RACV Finance is a member of the Australian Financial Complaints Authority, an independent complaint resolution service that is free.*

*If the matter still remains unresolved after RACV Finance's internal resolution process, you are entitled to seek an external review from the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent complaints resolution that is free.*

*AFCA can be contacted on:*  
*Phone: 1800 931 678*  
*Mail: GPO Box 3, Melbourne 3001*  
*Website: [www.afca.org.au](http://www.afca.org.au)*  
*Or, email: [email: info@afca.org.au](mailto:info@afca.org.au)*

## **RACT CREDIT GUIDE**

(Section 158 National Consumer Credit Protection Act 2009)

<b>Credit Representative:</b>	<i>The Royal Automobile Club of Tasmania Limited (RACT) Cnr Murray &amp; Patrick Streets Hobart TAS 7000 (Ph 03 6232 6300)</i>
<b>Credit Representative Number:</b>	<i>366634</i>
<b>Credit Representative of:</b>	<i>R.A.C.V. Finance Ltd (RACV Finance) Australian credit licence 391488</i>
<b>Authorised Credit Activities:</b>	<i>Loan creation, assisting clients with consumer personal loan document execution, photocopying and faxing/mailing documents to financier.</i>

### **Information about fees, charges and commission:**

*RACT is accredited with RACV Finance, an experienced member based organisation that offers competitive rates and also applies interest rate discounts for RACT members.*

*RACT will receive from RACV Finance:*

- *a fee for any branch assisted document sign up, if applicable;*
- *a percentage commission on the net balance of the loan drawn based on the 'average monthly interest rate' of all RACT loans for that calendar month;*
- *a monthly portfolio payment calculated as a percentage of your loan balance at the end of each month of your loan; and*
- *a fee for any Consumer Credit and Security Shortfall insurance if funded in the loan.*

*You may obtain information about, how fees and charges are worked out, a reasonable estimate of what commission RACT will receive from RACV Finance and how the commission is worked out by contacting RACV Finance on 13 15 60. RACV Finance will provide that information to you on RACT's behalf.*

### **How to resolve a complaint or dispute:**

#### **Dispute Resolution**

##### **c) How to resolve a complaint or dispute internally:**

If you have a complaint, please contact RACV Member Relations on 1800 675 958, or

Write to:

RACV Member Relations

485 Bourke Street, Melbourne 3000

Or, email: [Member\\_Relations@racv.com.au](mailto:Member_Relations@racv.com.au)

Unless there are exceptional circumstances, we will resolve your complaint within 45 days.

##### **d) How to resolve a complaint or dispute externally:**

RACV Finance is a member of the Australian Financial Complaints Authority, an independent complaint resolution service that is free.

If the matter still remains unresolved after RACV Finance's internal resolution process, you are entitled to seek an external review from the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent complaints resolution that is free.

AFCA can be contacted on:

Phone: 1800 931 678

Mail: GPO Box 3, Melbourne 3001

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

Or, email: [info@afca.org.au](mailto:info@afca.org.au)