

# CREDIT GUIDE

**Maitland Mutual Limited**  
trading as **The Mutual Bank ABN 94 087 651 983,**  
**AFSL/Australian credit licence 238139**



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## **Our contact details:**

Head Office: 6 Mitchell Drive East Maitland NSW  
Postal Address: PO Box 2487 Greenhills NSW 2323  
Phone: 1300 688825 Fax: (02) 4933 8996  
Email: [info@themutual.com.au](mailto:info@themutual.com.au)

## **More information on borrowing from us**

For general information about borrowing (including loans calculators to help you understand the effect of interest rates and fees and different loan options) go to our website at: [www.themutual.com.au](http://www.themutual.com.au)

## **Introduction**

The Mutual Bank has an Australian Credit Licence authorising us to provide credit.

This Credit Guide provides you with an understanding of what to expect from us when we provide credit to you. The Guide includes information about some of our obligations under the National Consumer Credit Protection Act 2009 (the National Credit Act).

You may also receive other documents when we provide services or credit to you.

## **Borrowing money from us**

The Mutual Bank provides loans to its members only.

Under the National Credit Act 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 at the time the contract is entered or limit increased 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 credit 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, 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 credit assessment

You have the right to request a copy of our assessment of your suitability.

You may request a copy of the credit assessment up to 7 years after the day on which the credit contract is entered or the credit limit is increased.

Note – you are only entitled to receive a copy of your assessment if your loan is approved or credit limit increased.

You have other rights to access personal information we collect about you under the provisions of Privacy Act 1988 (Cth). Please refer to our Privacy Policy which is available from our website [www.themutual.com.au](http://www.themutual.com.au) or from our Privacy Officer on: 1300 688825.

## Compliant Resolution Procedures

The Mutual Bank has an internal dispute resolution process and is also a member of an independent external dispute resolution scheme. The dispute resolution system covers complaints by persons to whom we provide credit.

### When Does a Compliant Arise?

A complaint is an expression of dissatisfaction made to or about The Mutual Bank, related to our products, services, staff or handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

### Internal Dispute Resolution

Our internal system can be accessed by addressing a letter, email or fax detailing the dispute to:

Member Relations Manager  
The Mutual Bank  
P O Box 2487  
Greenhills NSW 2323

Email: [Complaints@themutual.com.au](mailto:Complaints@themutual.com.au)  
Fax: 02 4933 8996

In many cases this leads to a successful resolution.

## External Dispute Resolution

However, if you are unhappy with any decision or our handling of the complaint, the complaint may be referred for external resolution to the Australian Financial Complaints Authority who can be contacted via:

Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [Info@afca.org.au](mailto:Info@afca.org.au)  
Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

The Australian Financial Complaints Authority can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us. This service is available at no cost to you.

Our external dispute resolution scheme cannot deal with your dispute unless you have attempted to resolve the problem with us first.

## Updating this Credit Guide

All details are current as 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.

For more information about The Mutual Bank or any of the products and services in this guide, please visit any of our branches or contact us on 1300 688825.

