



Credit Guide

THE WELFARE FUND LIMITED
Trading as Fair Wealth Australia

ABN 25 155 698 105

Australian Credit Licence 423050

About this Credit Guide

As a licensed credit provider, we are required to give you a credit guide as soon as practicable after it becomes apparent to us that you will enter into a credit contract with us.

The guide includes information about us, our responsible lending obligations, and our dispute resolution process.

Suitability Assessment

Under the National Consumer Credit Protection Act, we must not enter into a credit contract with you or increase the credit limit of a credit contract with you, if the contract is unsuitable for you.

The contract will be unsuitable for you if, at the time the contract is entered into or the credit limit is 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; or
- the contract will not meet your requirements or objectives.

We must make an assessment whether the contract will be unsuitable for you before entering into a credit contract with you or increasing the limit of an existing credit contract.

You can request a copy of our assessment. We must give you a copy (at no charge to you):

- before entering the credit contract or before the credit limit is increased, if you make the request before then;
- within 7 business days, if your request is made within 2 years of entering into the contract or the credit limit increase, and
- otherwise, within 21 business days.

We do not need to give you a copy of the assessment if:

- your request is made more than 7 years after entering into the contract or the credit limit increase; or
 - the credit contract is not entered into or the credit limit is not increased.

Remuneration

You can obtain information from us on how fees and charges payable by you are worked out as well as a reasonable estimate of the commission likely to be received, directly or indirectly, by us and how the commission is calculated.

Dispute Resolution

We offer members both an internal and an external dispute resolution process that are readily accessible and free.

When Does a Dispute Arise?

A dispute arises if you make a complaint to us about a product or service requesting recertification and you are not satisfied with the response that you receive.

Internal Dispute Resolution

To use our internal dispute resolution procedure you can telephone us or send a letter, email or fax to us detailing the dispute to:

Name: Frank Fontana

Mail: Suite 42, 1 Macquarie Street, PARRAMATTA NSW 2150

Fax: (02) 96331701

Email: Frank@fairwealthaustralia.com

Phone 1300 327747 Or 02 96331724

If our Member Representative is able to resolve the dispute he or she will promptly notify you in writing of the outcome and provide reasons for the outcome. If you are still not satisfied with the outcome of a dispute, or it is not resolved in a timely manner you can refer the matter to our external dispute resolution scheme.

External Dispute Resolution

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

You must attempt to resolve your complaint with us before contacting our external dispute resolution scheme. If you have a complaint which remains unresolved after speaking to Member Representative, you can contact our external dispute resolution provider or get legal advice.

Our external dispute resolution provider is:

Name: Australian Financial Complaints Authority Limited (AFCA)

Mail: GPO Box 3 Melbourne, VIC 3001

Phone: 1800 931 678

Fax: (03) 9613 6399

Email: info@afca.org.au

Website: www.afca.org.au

Further information regarding AFCA including their Terms of Reference is available from their office or on their website.

FURTHER INFORMATION

For more information regarding us or any of the products and services outlined in this guide, please visit our office, or contact us on 1300327747.

Contact us

The Welfare Fund Limited, Unit 42, 1 Macquarie Street, PARRAMATTA NSW 2150

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Tel: 1300327747

Website: [Fair Wealth Australia](http://FairWealthAustralia)

Email: info@fairwealthaustralia.com