Credit Guide

Parramatta Co-operative Housing Society

(trading as Cumberland Finance Group)

Congratulations on choosing an MFAA member to help you arrange your finance needs! The MFAA (Mortgage and Finance Association of Australia) is Australia's peak industry body for the mortgage and finance industry. Its members work hard to provide the best possible service and ethical standards to Australians seeking finance.

This document provides information about the loans and leases provided by us.

We are licensed to provide loans and leases under the National Consumer Credit Protection Act 2009 (**NCCP Act**). The NCCP Act regulates the activity of lending, leasing, and finance broking.

Key information

Our full name	Parramatta Co-operative Housing Society ABN16 035 790 201
Address	Level 1, 80 Phillip Street Parramatta NSW 2150
Phone and e-mail	02 9635 9933 info@cumberlandfinance.com.au
Australian Credit Licence Number	391872
Internal Complaints Officer contact details	The Chief Executive, G. J. Northcott, Ph. 02 9635 9933, info@cumberlandfinance.com.au P.O. Box 239 Parramatta 2124
External Dispute Resolution Scheme contact details	The Australian Financial Complaints Authority (AFCA) Phone 1800 931 678, www.afca.org.au

We will need information from you.

Under the NCCP Act, we are obliged to ensure that any loan, lease, or principal increase to a loan we arrange for you is not unsuitable for you. To decide this, we will need to ask you some questions in order to assess whether the loan or lease is not unsuitable. The law requires us to:

- make reasonable inquiries about your requirements and objectives;

- make reasonable inquiries about your financial situation;

- take reasonable steps to verify that financial situation.

Credit will be unsuitable if at the time of the assessment, it is likely that at the time the loan is made:

- you could not pay or only pay with substantial hardship;

- the credit will not meet your requirements and objectives.

For example, if you can only repay by selling your principal place of residence, it is presumed that the loan will cause substantial hardship unless the contrary is proved. For this reason we must ask you to provide a significant amount of information. It is therefore very important that the information you provide us is accurate.

If you ask within 7 years of the date of the loan contract, lease contract, or principal increase, we must provide you with a copy of our credit assessment of your application. We are only required to give you a copy of the credit assessment if a loan or lease contract is entered or the credit limit is increased.

Our internal dispute resolution scheme

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting our Complaints Officer by:

- telephoning 02 9635 9933

- e-mailing info@cumberlandfinance.com.au

- writing to The Complaints Officer, P.O. Box 239 Parramatta NSW 2124

or by speaking to any representative of our business who will refer you to the Complaints Officer.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing.

When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

Our external dispute resolution scheme

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (**EDR**) Scheme. Our external dispute resolution provider is specified above. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. Their complaint procedure can be located at:

You can obtain further details about our dispute resolution procedures and obtain details of our privacy policy on request.

Questions?

If you have any questions about this credit guide or anything else about our services, just ask at any time. We're here to help you.