



## Solar & Energy Finance – Credit Guide & Privacy Statement

Thank you for considering doing business with Solar & Energy Finance. We are a licensed provider of credit assistance under the National Consumer Credit Protection Act 2009. This document provides you with information about us, our representative with whom you're dealing, and the services we provide.

Licensee: Financial Destiny P/L t/as Solar & Energy Finance. Australian Credit Licence Number 392748

Licensee representative: Todd O'Brien Phone 1300619998 Fax 07 31066081 Email [todd@finance.energy](mailto:todd@finance.energy)

Licensee address: Unit 5/178 Siganto Drive, Helensvale QLD 4212

If you are seeking consumer credit products our role is to help you find a product that suits you. That process involves understanding your requirements and objectives in seeking credit, as well as understanding your current financial position, and assessing your suitability.

### ***Our assistance process***

We are required by law to ensure that any credit product with which we assist you can be deemed "not unsuitable" for you. In simple terms, this means that the product fits your needs and that you can afford to meet the financial repayments. To establish this, we may need to make inquiries with you as to your needs, make inquiries with you as to your financial position, incomes, living expenses, debts, and collect evidence from you to verify your financial position.

Once we have done this, we will then use our expertise to find a product in the marketplace that you can afford and that meets your needs. We can provide you with a report, called a Preliminary Assessment, on how we determined that any loan we assisted you with were classed as "not unsuitable" for you. You may request a copy of this report up to seven years after we provided you with this assistance.

### ***With what products do we provide assistance?***

For residential customers, we offer an unsecured personal loan suitable for solar purchases, we use three solar funders depending on your personal situation, International Acceptance Group, Latitude Financial Services and ANZ Bank.

### ***How do we get paid?***

We may charge you an upfront broker service fee of \$550 inc GST if the loan is funded by International Acceptance or ANZ Bank, and an upfront fee on a sliding scale with Latitude Financial Services. This fee is normally added to your loan amount, if you wish to be invoiced separately and do not wish to add it to the loan this can also be arranged if you advise us prior to loan approval and documentation. Our broker service fee is distributed directly to us by the lender or bank upon settlement of your new loan.

We use the services of a finance aggregator (F.A.S.T.) for some of our loans including the ANZ and Latitude Residential Solar Loans and in return for this service our aggregator may share a portion of their commission with us. If you would like an estimate of what the aggregator's commission share may be and how it is calculated, please ask us.

### ***What if you are not happy with our service provided?***

We always work very hard to build and maintain strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, but we will also be able to continually improve our products and services. We know there are times when you may wish to compliment us on something we have done well, and other times when you may wish to tell us we have not met your expectations. If, for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever means you prefer as per the contact details at the top of this document. If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your complaint.

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 5 days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 45 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision.

### ***Taking it further***

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by an independent party, Australian Financial Complaints Authority {AFCA}. You can contact AFCA on 1800931678 or fax 0396136399 or GPO Box 3, Melbourne, VIC 3001. The AFCA online complaint form can also be located at their public website <https://www.afca.org.au/>

***Privacy Statement*** - We need to collect personal information about you to provide you with our broking & related Services. This privacy statement tells you how we collect your information, what we use the information for and who we share the information with. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

***How information is collected from you*** - We will collect your information from you directly whenever we can, like from inquiries we make of you when you seek credit assistance from us. We may verify that information from sources referred to in the responses to those enquiries or in this privacy statement.

***How information is collected from other sources*** - Sometimes we will collect information about you from other sources as the Privacy Act 1988 permits. We will do this only if it's reasonably necessary to do so, for example, where (i) we collect information from third parties about a loan or lease in relation to which you seek our services, or (ii) We can't get hold of you and we rely on public information to update your contact details, or (iii) We exchange information with your legal or financial advisers or other representatives.

***When the law authorises, or requires collection of information*** - Some law may require us to collect personal information about you. For example, we may require your information to verify your identity under Australian Anti-Money Laundering Law.

***How your information may be used*** - We may use your information for purposes including:

- Giving you credit assistance;
- Giving you information about loan products or related services;
- Considering whether you are eligible for a loan or any related service you requested;
- Assisting you to prepare an application for a lease or a loan;
- Administering services we provide, e.g. to answer requests or deal with complaints;
- Administering payments we receive, or any payments we make, relating to your loan or lease;
- Identifying you;
- Telling you about other products or services we make available and that may be of interest to you, unless you tell us not to;
- Telling you about other suppliers, with whom we have arrangements, that supply goods or services that may be of interest to you;
- Allowing us to run our business efficiently and perform general administrative tasks;
- Preventing or investigating any fraud or crime or any suspected fraud or crime;
- As required by law, regulation or codes binding us; and
- Any purpose to which you have consented.

You can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

***What happens if you don't provide the information?*** - If you don't provide your information to us, it may not be possible to:

- Assist you in finding a loan or lease relevant to your circumstances;
- Verify your identity or protect against fraud; or
- Let you know about products or services that might be suitable for your needs.

***Sharing Your Information*** - We may use and share your information with other organisations for any purpose described above.

Sharing with your representatives and referees - We may share your information with:

- Your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants or real estate agents); and
- Your referees, like your employer, to confirm details about you.

Sharing with third parties:

We may share your information with third parties in relation to services we provide to you or goods or services in which we reasonably consider you may be interested. Those third parties may include:

- The mortgage aggregator through whom we may submit loan or lease applications to lenders or lessors on the mortgage aggregator's panel;
  - The Australian Credit Licence holder that authorises us to engage in credit activities;
  - Referrers that referred your business to us;
  - Financial services suppliers with whom we have arrangements including valuation companies;
  - Lenders, lessors, lender's mortgage insurers and other loan or lease intermediaries;
  - Organisations, like fraud reporting agencies, that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other misconduct;
  - Government or regulatory bodies as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities;
  - Guarantors and prospective guarantors of your loan or lease;
  - Service providers, agents, and advisers that assist us to conduct our business;
- Any organisation that wishes to take an interest in our business or assets; and
- Any third party to which you consent to us sharing your information.

Sharing outside of Australia

We are not likely to disclose your information to organisations overseas. However, we may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an Internet connection, it's not always practicable to know in which country your information may be held.

***Privacy Policy***

You can find out more about how we manage your information by reading our Privacy Policy available by contacting us. Please see our contact details above. [Also, you can read and obtain a copy of that policy from our website address set out above.] Our Privacy Policy sets out how you can ask us to access and seek to correct information we hold about you and how you may complain against us about a privacy issue.

***Information about other people***

If you give information to us about another person (like your co-applicant) in relation to the services we provide, you will let that other person know that:

- We have collected their information to provide those services or for any other purpose set out in this document
- We may exchange this information with other organisations set out in this privacy notice.

Thank you for considering us and we look forward to assisting you!

The Solar & Energy Finance team.