PHIL FARRUGIA HOME OF FINANCE



Credit Guide

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PATL Pty Ltd
ABN 93 678 628 816
Australian Credit Representative 565148
Australian Corporate Credit Representative 565149
Authorised under Westvalley Corporation Pty Ltd
Australian Credit Licence 365592

Welcome. Our journey starts here.

We are here to help

As a mortgage broker, we offer choice, experience and have an obligation to act in your best interests when providing credit assistance. It is why we are focused on understanding your goals and circumstances, so that we can find the right loan solution for you.

We offer convenience

With an understanding of what matters to you and what you are looking for, we can research home loan options on your behalf, saving you time and effort.

We help to progress your application

We prepare and help progress your loan application, and work with our lender network to help secure your loan.

Please note that your mortgage broker does not provide tax, legal or accounting advice. Any information in this document is general only. It does not consider the objectives, financial situation or needs of any particular person and should not be relied on as tax, legal or accounting advice. Before making any decision, consider whether the information is appropriate for you and consult your own tax, legal and accounting advisers.

How we will work together

Getting to know you	To start your loan application, you will need to give us some information about your goals and circumstances.
Let us meet	We will catch up with you to understand what matters to you and what you are looking for in a loan.
Presenting your loan options	We will present you with a credit proposal with tailored loan solutions and a recommendation, with your goals and circumstances in mind.
Let us do the work	With an understanding of your requirements and objectives, we will review suitable options to find the right loan for you.
Managing your application	Once you decide to proceed with an application for a loan, you can leave it to us to lodge and manage your application.
Loan approval	We are nearly there. We will monitor your application and let you know if your loan is approved.
Settlement day	Congratulations. Settlement is when your loan application process is complete.
Here to help	If your circumstances and goals change, we are here to help with your future loan needs.

The Credit Guide

The Credit Guide contains key information that you need to know to make an informed decision about your loan options. Please take the time to read and understand all the information in the guide. Over the next few pages, you will find the following.

1. About your broker and their licensee
2. Our lenders and products
3. Understanding our fees, charges and commissions
4. Handling your concerns and complaints
5. Our Privacy Disclosure Statement and Consent

Credit Guide

This Credit Guide provides you with the key information that you need to know about the finance broking services we offer you. It summarises our offerings, the fees and commissions we may receive, and the process to follow if you have a complaint. Please do not hesitate to ask if you need more information or clarification.

This Credit Guide has been generated by

Broker (we, our, us)	Phillip Farrugia
Authorised Credit Representative name and Credit Representative number	Phillip Farrugia (Australian Credit Representative 565148)
Organisation and trading name	PATL Pty Ltd trading as Phil Farrugia Home of Finance (ABN 93 678 628 816, Australian Corporate Credit Representative 565149)
Address	58 Portmarnock Circuit, Connolly WA 6027
Phone	1300 855 699
Mobile	0467 444 707
Email address	phil@pfhof.com.au
Australian Credit Licence name and number	Westvalley Corporation Pty Ltd trading as Oxygen Home Loans (Australian Credit Licence 365592) (Licensee)
Australian Company Number of the licence holder	101 816 586

Lenders and products

As a broker, we can offer choice across several products and can be accredited to arrange loans with the lenders on the aggregator's panels.

The lenders on these panels are the lenders through which we submit loan applications. To submit a loan application to a lender, a broker must be accredited with that lender. We are not accredited with every lender on the panels. If we are not accredited with a lender you want, we can refer you to another broker who is accredited with that lender. Please contact us for further information.

We have settled loans with the following lenders in the last 12 months.

We aim to provide you with information from a range of lenders and products that we are accredited with. Once you have chosen a loan that is suitable for you, we will help you obtain an approval.

Commonly used lenders by our Licensee

The list below shows the six lenders our Licensee used most in the previous 12 months. It does not necessarily show all the financial institutions the Licensee is able to conduct business through. If fewer than six lenders are shown, the list is a summary of the lenders the Licensee is able to use for loan submissions.

	Financial institution	Percentage of applications submitted in the past 12 months
1	Commonwealth Bank of Australia	25%
2	Westpac	16%
3	National Australia Bank	13%
4	ANZ Bank	13%
5	Macquarie Bank	7%
6	ING	4%

Fees, charges, commission and disclosures

Fees payable by you to third parties

When the loan application is submitted, you may need to pay the lender's application fee, valuation fees or other fees associated with the loan application process, even if the application for the loan is not successful.

Fees payable by you to us or the Licensee

If a fee is payable by you, it will be disclosed in a Credit Quote that we give you before we provide credit assistance. You must sign and date the Quote to accept it, and we will give you a copy. If we do not give you a Credit Quote, we do not charge you any fee. You can ask us how our fees are worked out and for a reasonable estimate of them.

Payments received by us or the Licensee

We, our Licensee and our aggregators may receive fees, commissions or financial rewards from lenders or lessors in connection with any finance we arrange for you. These fees are not payable by you.

The commission or brokerage amount depends on the amount of the finance and may vary from product to product. We can give you information about a reasonable estimate of those commissions and how they are worked out if you ask.

Commissions are paid based on a percentage of the loan balance that is drawn down. In most cases this is net of any amounts you hold in an offset account. The way lenders calculate and pay commissions to us may vary. By following the responsible lending requirements, we will make sure the loan we recommend is not unsuitable for your situation and objectives.

Fees payable by us to third parties

We may pay fees to call centre companies, real estate agents, accountants, lawyers and others for referring you to us. These referral fees are generally small amounts in accordance with usual business practice. They are not fees payable by you. On request you can obtain a reasonable estimate of the amount of the fee and how it is worked out. From time to time, we may also remunerate other parties through payments, rewards or benefits.

Tiered servicing arrangements

Through our relationships with lenders, we may have access to tiered servicing arrangements. The benefits of these arrangements can include faster processing, better information or greater levels of assistance in

obtaining loan approval. We will tell you about any tiered servicing arrangement in place with a lender we propose at the time we make our recommendation.

Access to this program is not based solely on the volume of new or existing lending our clients have with each lender. It does not entitle us to any additional commissions or payments beyond what we have disclosed to you, or any preferential client discounts.

Other disclosures, benefits or interests we or others may receive

We are prohibited from accepting gifts or inducements over $300. Any benefit given to your broker greater than $100 and less than $350 will be recorded in a Gifts Register. A copy of our register is available to inspect on request.

Referrals

We may receive referrals from a range of sources, including accountants, financial planners, real estate agents and others. If you were introduced or referred to us, we may pay the referrer a commission, fee or other remuneration. Details of any commission or fees paid to the referrer will be included in the Credit Proposal Disclosure document we give you.

We hold referral relationships with Honey Insurance, The Agency Group, and Lend Connect. If we introduce or refer you to them, we may receive remuneration from them or remunerate them in other ways. Details of any remuneration we may receive will be included in the Credit Proposal Disclosure document.

Credit and valuation reports

We may be given access to free services such as credit reports and valuations from our lenders. Details of any relevant services we receive because of a recommendation we make to you will be included in the Credit Proposal Disclosure document we give you.

Multiple roles

We may act in other roles or capacities related to the credit assistance provided to you. Each business activity is separate. However, we may be paid remuneration in our other business activities as a result of the credit assistance provided to you. Further details of any relevant remuneration will be included in the Credit Proposal Disclosure document we give you. Where we cannot act in more than one capacity because of a conflict of interest that cannot be managed appropriately, we will refer you to another party who will provide the services we are unable to provide.

Related parties

We have relationships with a number of related parties and associates. Details of any remuneration or possible conflicts will be included in the Credit Proposal Disclosure document we give you.

Shareholding

We may directly or indirectly hold shares or other securities in our aggregators or in the lenders we recommend. Details of any material holdings will be included in the Credit Proposal Disclosure document we give you. If a material holding does not allow us to act because of a conflict of interest that cannot be managed appropriately, we will refer you to another party who will provide you services.

Our aggregators

Our aggregator is Finsure Finance and Insurance (Australian Credit Licence 384704). Finsure is ultimately owned by MA Financial Group Limited (ACN 142 008 428). If we introduce you to a loan from MA Financial Group Limited or any of its subsidiaries, we will tell you about this ownership relationship again. Confirm this wording with Finsure.

About your credit representative

We are authorised to engage in credit activities by the Licensee, Westvalley Corporation Pty Ltd. As Licensee, it shares responsibility for the credit assistance we provide to you.

Commonly used lenders by us

The list below shows the six lenders we used most in the previous 12 months. These may differ from the lenders the Licensee disclosed above because of different accreditation requirements or different types of clients. The list does not necessarily show all of the financial institutions we are able to conduct business through. If fewer than six lenders are shown, the list is a summary of the lenders we are able to use for loan submissions.

	Financial institution	Percentage of applications submitted in the past 12 months
1	Commonwealth Bank of Australia	25%
2	Westpac	16%
3	National Australia Bank	13%
4	ANZ Bank	13%
5	Macquarie Bank	7%
6	ING	4%

Note 1. The top six lenders are based on the total volume of loans lodged in the last 12 months. Where we are not accredited with six lenders, the balance is made up of the top six lenders of our Licensee.

Note 2. The percentage of loans is based on the total loans lodged over the past 12 months. It will not add up to 100% where we have lodged loans with lenders outside our top six.

How we are paid

We may receive the whole or part of the commissions received by the Licensee. This may be paid to us directly or indirectly by the Licensee. You can ask us for a reasonable estimate of those commissions and how they are worked out.

Commissions are paid based on a percentage of the loan balance that is drawn down. In most cases this is net of any amounts you hold in an offset account. The way lenders calculate and pay commissions to your broker may vary. By following the responsible lending requirements, your broker will make sure the loan recommended to you is not unsuitable for your situation and objectives.

Fees payable to third parties by us

The information above about referral fees and other fees payable to third parties also applies to us. On request you can obtain a reasonable estimate of the amount of the fee and how it is worked out.

Complaints

If you have a complaint about the service we provide, the following steps are available to you.

Step 1

Most complaints come from miscommunication and can usually be fixed quickly. Please contact Philip Farrugia first on 0467 444 707 or phil@pfhof.com.au and tell him your concerns. You can ask for a written response at this time, even if the complaint is resolved in the first five working days.

Step 2

If the issue is not satisfactorily resolved within five working days, we will apply our internal complaints process. The complaint will be escalated to the Licensee's Complaints Officer. You may also contact the Complaints Officer directly.

Name	Complaints Officer, Oxygen Home Loans

Phone	1300 855 699
Email	complaints@oxygen.com.au
Online	oxygen.com.au/complaints
Address	Level 7, 60 Carrington Street, Sydney NSW 2000.

By using our internal complaints process we hope to help you resolve your complaint quickly and fairly. The maximum timeframe to give you a written response is 30 calendar days. We aim to resolve complaints in a much shorter time.

Step 3

We try hard to resolve a client's concern in the most considerate and direct manner. If you are not satisfied after the steps above, or you have not heard from us within 30 calendar days, you can refer the complaint to the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA is free and independent.

Name	Australian Financial Complaints Authority (AFCA)
Phone	1800 931 678
Email	info@afca.org.au
Online	www.afca.org.au
Address	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Things you should know

We do not make any promises about the value of any property you finance with us or its future prospects. If we obtain a valuation, it is for our use, and you should not rely on it. Always make your own enquiries.

Make sure you have approved finance before you sign a binding contract to buy property. Read your credit contract carefully before you accept a loan offer. We do not provide legal or financial advice, so get independent advice if you have any doubts.

If we give you credit assistance, you can ask us for a written copy of our credit assessment at any time within seven years. If you ask within two years of the loan starting, we will give it to you within seven business days. After that we will give it to you within 21 business days. We do not charge for it.

We have obligations to lenders. We must not give a lender information we know is misleading or deceptive. We must also report fraud, forgery and other illegal activity as the law requires.

I/We acknowledge that I/we have received this Credit Guide.

Applicant 1		**Applicant 2**	
Signature		**Signature**	
Name		**Name**	
Date		**Date**	

Privacy disclosure statement and consent

Each consent given in this document continues until withdrawn in writing.

I/We consent to you using Personal Information, financial information and Credit Information about me/us for the purpose of arranging or providing credit, providing credit assistance, insuring credit, and for direct marketing of products and services offered by you or any organisation you are affiliated with or represent. Each of them may contact me/us for such a purpose, including by telephone and electronically. I/We acknowledge that you may receive a fee or commission for referring me/us to a product or service provider, such as an insurance provider.

In this document, "you" means each of Westvalley Corporation Pty Ltd, our aggregator (Finsure Finance and Insurance), PATL Pty Ltd, Philip Farrugia (the Appointed Credit Service Provider) and any assignees or transferees of the commissions relating to any credit provided to me arranged by the Appointed Credit Service Provider or their organisation. "Personal Information" includes any sensitive information (including health information) and any information I/we tell you about any vulnerability I/we may have.

The Personal Information provided by me/us will be held by you. I/We can obtain a copy of your privacy policy at oxygen.com.au/privacy. The privacy policy explains how I/we may access or seek correction of my/our Personal Information, how you manage that information and your complaints process. If I/we do not provide the requested Personal Information, I/we acknowledge that you may be unable to help arrange finance or provide other services.

You may disclose Personal Information about me/us to the following types of entity, some of which may be located overseas (including the Philippines)

(a) any persons who provide credit or other products or services to us, or to whom an application has been made for those products or services

(b) any financial consultants, accountants, lawyers and advisers

(c) any industry body, tribunal, court or otherwise in connection with any complaint

(d) any person where you are required by law to do so

(e) any of your associates, related entities or contractors (including printing, publication and mailing houses, IT service providers, cloud storage providers, lawyers and accountants)

(f) our referees, such as our employers, to verify information we have provided

(g) any person considering acquiring an interest in your business or assets

(h) any organisation providing online verification of our identities

(i) credit reporting bodies and other credit providers.

Credit information

I/We authorise you to receive Credit Information from any lender about my/our credit affairs. I/We authorise you to give any relevant real estate agent, lawyer, conveyancer, agent or person authorised by me access to my Credit Information, with details of whether finance has been approved for us and, if it has, the terms of that approval, including a copy of any approval letter.

I/We appoint you as our agent and authorise you to obtain our Credit Information (including both consumer and commercial credit eligibility information) from a credit reporting body on our behalf. You may use that Credit Information to assist you to provide services, including credit assistance, to me/us and to assist me/us to apply for credit. You may also exchange my/our Credit Information with a credit reporting body. I/We acknowledge that you consent to these authorisations being given in electronic form (if applicable).

In this document, "Credit Information" is personal information or an opinion about me that has a bearing on credit that has been provided to me or that I have applied for. This includes my/our identity information, the

type, terms and maximum amount of credit provided to me/us, repayment history information, default information (including overdue payments), court information, new arrangement information, financial hardship arrangement information (including whether I have made a financial hardship arrangement with you), personal insolvency information, disciplinary proceedings, complaints, delinquency, fraud investigations and details of any serious credit infringements. "Credit eligibility information" is credit reporting information supplied to you by a credit reporting body, and any information that you derive from it.

Receiving information electronically

I/We consent to receiving credit assistance documentation and loan application information electronically. I/We acknowledge and agree that paper documents may no longer be given, that electronic communications must be checked regularly for documents, and that this consent may be withdrawn at any time.

Video or audio conference recording

I/We consent to you obtaining Personal Information, financial information and Credit Information about me/us by video conference or audio conference for the purpose of arranging or providing credit, providing credit assistance or insuring credit. I/We give permission for that video or audio conference to be recorded and given to a credit provider, insurer or government agency for this purpose.

Applicant execution

Applicant 1		Applicant 2	
Full name		**Full name**	
Signature		**Signature**	
Date		**Date**	

Appointed Credit Service Provider	Phillip Farrugia
Organisation and contact details	PATL Pty Ltd trading as Phil Farrugia Home of Finance 58 Portmarnock Circuit, Connolly WA 6027 Email: phil@pfhof.com.au Mobile: 0467 444 707