

# Customer Charter & Credit Guide

## About Mortgage Choice

Mortgage Choice is owned and operated by ASX-listed REA Group Ltd (ASX:REA) ABN 54 068 349 066 and is a member of the Mortgage & Finance Association of Australia (MFAA). Mortgage Choice brokers are licensed by either Mortgage Choice Pty Ltd or Smartline Operations Pty Ltd, the details of which are contained below.

With specialist services available from qualified Mortgage Choice experts - we'll help you make better choices with your finances so you can focus on enjoying the things that really matter in life.

We're committed to finding you the right loan and making the process as hassle free as possible, whether you're buying a home to live in, an investment property or refinancing an existing loan.

At Mortgage Choice we aim to help you find solutions to meet all your financial and lifestyle goals. We can also help you with commercial loans, car loans, personal loans, asset finance and general insurance.

The choices you make when it comes to money can make a big difference to how comfortable you are financially, now and in the future. It always helps to get expert advice and we are passionate about sharing our expertise to help you make better choices for a better life.

## Your experience with us

Your local Mortgage Choice home loan experts will work through these steps with you:

1. **Taking the first step:** We'll take the time to understand your financial and lifestyle goals and how your loan fits into these goals.
2. **Finding the right solution:** We'll analyse the loans available from our wide choice of lenders and match your requirements to the features of the loans, providing you with a selection from which you can choose. We'll also explain the features, fees, costs and other details associated with the loan you choose.
3. **Supporting your financial wellbeing:** We'll discuss the importance of protecting yourself, your assets, your loved ones, and be confident in your financial security.
4. **Putting wheels in motion:** We'll make the home loans process as hassle-free as possible by doing the legwork to find the right solution, helping you with the paperwork and submitting the loan application on your behalf. We'll communicate with your chosen lender throughout the process and keep you up to date along the way.
5. **Success:** Once your loan documents arrive we can help you complete them.
6. **Keeping in touch:** Our service doesn't end once your loan settles. We will keep in touch so we can help in you in the future if the need arises.

## Mortgage Choice Panel of Residential Lenders

- AMP Banking
- ANZ Bank
- Australian Military Bank
- Australian Unity
- AusWide Bank
- Bank of Melbourne
- Bank of Queensland
- Bank of Us
- BankSA
- Bankwest
- Bendigo Bank Broker
- Better Choice Home Loans
- Better Mortgage Management
- Bridgit
- Brighten
- Commonwealth Bank
- FirstMac
- Gateway Bank
- Granite Home Loans
- Great Southern Bank
- Heartland Reverse Mortgages
- Heritage Bank
- Homestart Finance
- HSBC
- ING
- Keystart Loans
- La Trobe Financial
- Liberty Financial
- Macquarie Bank
- ME Bank
- Mortgage Choice Amplify
- Mortgage Choice Freedom
- Mortgage Choice Ignite
- Mortgage Choice SmartSelect
- Mortgage Ezy
- NAB
- Newcastle Permanent Building Society
- OwnHome
- P&N Bank
- People's Choice Credit Union
- Pepper Money
- Qudos Bank
- Resimac
- St George
- Suncorp
- ubank
- Westpac

## 1. The information we will ask you for

It is our obligation to make sure that any credit we assist you to obtain is in your best interests. We will need to ask you some detailed questions to make this assessment and our recommendation, in fact, the law requires us to:

- make reasonable enquiries about your borrowing objectives and requirements;
- make reasonable enquiries about your financial situation to understand your capacity to repay the loan;
- take reasonable steps to verify the details of your financial situation.

Credit will be viewed as unsuitable if it is likely that you could not afford to repay the loan or lease or repay it only with substantial hardship. It will also be viewed as unsuitable if the loan or lease will not meet your borrowing objectives and/or requirements.

It is therefore very important that the information you provide to us is accurate and complete.

You can ask for a copy of our assessment at any time within seven years of us assisting you with your credit application.

## 2. We respect your privacy

Mortgage Choice will need to collect personal information about you to provide you with our broking and related services. By providing us with your personal information, you agree that we may collect, use it and disclose it as specified below.

### How information is collected from you

We (or our Credit Representatives on our behalf) will collect your information directly from you whenever possible, like from enquiries we make of you when you seek credit assistance from us or our Credit Representatives. We may verify that information from sources referred to in the responses to those enquiries or in this privacy statement.

Mortgage Choice, along with its Credit Representatives, are recognised as a trusted advisor under the Competition and Consumer (Consumer Data Right) Rules 2020. This allows us to obtain your personal information from accredited third parties, such as banks, financial institutions, and authorised organisations, with your consent. We are committed to using and holding your personal information strictly as set out in this privacy statement and our Privacy Policy.

### How information is collected from other sources

Sometimes we will collect information about you from other sources, including our Credit Representatives, as the Privacy Act 1998 permits. We will do this only if it's reasonably necessary to do so, for example, where:

- we collect information from third parties about a loan or lease in relation to which you seek our services; or
- we exchange information with your legal or financial advisers or other representatives.

### When the law authorises or requires collection of information

Some laws 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 including help, guidance and advice;
- considering whether you are eligible for a loan or lease or any related service you requested including identifying or verifying you;
- assisting you to prepare an application for a lease or a loan;
- administering services we provide, for example, to answer requests or deal with complaints;
- administering payments we receive, or any payments we make, relating to your loan or lease;
- telling you about other products or services we make available and that may be of interest to you, unless you tell us not to;
- identifying opportunities to improve our service to you and improving our service to you;
- telling you about other suppliers, with whom we have arrangements, that supply goods or services that may be of interest to you;
- 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 and we will process your request as soon as practicable:

**Mortgage Choice | Phone: 02 8907 0444 | Email: [privacyofficer@rea-group.com](mailto:privacyofficer@rea-group.com)**

### **What happens if you don't provide information?**

If you don't provide your information to us, it may not be possible to:

- assist 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 financial 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 representatives 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:

- referrers that referred your business to us;
- financial services suppliers with whom we have arrangements;
- valuers;
- lenders, lessors, lenders' 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 other 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, contractors and advisers that assist us to conduct our business for purposes including, without limitation, storing or analysing information;
- any organisation that wishes to take an interest in our business or assets;
- any third party to which you consent to us sharing your information.

## Sharing outside of Australia

We may disclose your information to our offshore support team based in the Philippines to help with processing your application or conducting annual file reviews. We may also store your information in cloud or other types of networked or electronic storage, with data centres located overseas.

## Privacy Policy

Our Privacy Policy further explains how we collect, use and disclose personal information. The details are as follows:

**Phone:** 02 8907 0444 | **Email:** [privacyofficer@rea-group.com](mailto:privacyofficer@rea-group.com)

## 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 privacy notice;
- we may exchange this information with other organisations set out in this privacy notice;
- we may not be able to provide those services to you unless we obtain their information;
- we handle their personal information in the way set out in our Privacy Policy and this privacy notice and they can use our contact details above to:
  - access or request a copy of that Privacy Policy or this privacy notice
  - access the information we hold about that other person

## 3. Advice from other related experts

Our Mortgage Brokers are unable to provide any property, financial or legal advice. We would strongly recommend obtaining independent legal advice before you enter into any finance or property contract.

## 4. How do Mortgage Choice brokers get paid?

Typically, there is no charge for our home loan service as we are paid by the lender once the loan settles. This means you can tap into your broker's expertise at no charge and save yourself time and hassle looking for the right home loan option. The commission received by Mortgage Choice and your broker will be provided in the Loan Choices Document that we will provide to you before you apply for finance.

In some limited circumstances, your broker may charge you a fee for their services. If a fee is to be charged, this will be disclosed to you in the form of a quote, before the provision of any credit assistance.

Mortgage Choice brokers do not receive bonus commissions or volume bonus payments from the lenders that provide finance for our customers. Your brokers' licensee may receive additional commissions or bonuses from some finance providers relating to the quality of the service we provide to our customers. Such payments are dependent upon a number of factors and cannot be quantified at this time.

You may need to pay the finance provider's application, valuation, legal and other fees.

## 5. We may pay a fee for a referral

Referrals are sometimes sourced by us and our representatives from real estate agents, accountants, solicitors and other businesses. We may pay a fee to these businesses for referring you to us. These are not fees payable by you. Any referral fee or commission paid in relation to your referral will be disclosed in the Loan Choices document that will be given to you before applying for finance.

## 6. Resolving any problems

We hope that you are delighted with our services. However, if you have any complaints, you can raise these directly with the representative with whom you are dealing. If you are not satisfied with the response that you receive, you may contact our Compliance team, emailing [customerservice@mortgagechoice.com.au](mailto:customerservice@mortgagechoice.com.au), by telephoning 13 77 62, or writing to PO Box 457 North Sydney NSW 2059.

When we receive a complaint, we attempt to resolve it as quickly as possible, subject to a full investigation of all the circumstances involved.

## 7. If we are unable to resolve your problem satisfactorily

If you are not satisfied with the outcome of your complaint, you may refer the matter to the **Australian Financial Complaints Authority** (1800 931 678) an ASIC-approved External Dispute Resolution service. External dispute resolution is a service provided at no cost to you, which gives you access to an independent mechanism for the resolution of specific complaints or disputes.

You can obtain further details about our dispute resolution procedures on request.

## 8. About Mortgage Choice and our representatives

Mortgage Choice Pty Ltd and Smartline Operations Pty Ltd are owned and operated by ASX listed REA Group Ltd (ASX:REA) ACN 068 349 066. Both Mortgage Choice and Smartline are licensed to arrange finance under the National Consumer Credit Protection Act 2009 (Cth). This Act regulates the activities of lending, leasing and finance broking.

### Australian Credit Licence holders:

Mortgage Choice Pty Ltd (ACN 009 161 979)  
511 Church Street  
Richmond VIC 3121  
Australian Credit Licence Number: 382869

Smartline Operations Pty Ltd (ACN 086 467 727)  
511 Church Street  
Richmond VIC 3121  
Australian Credit Licence Number: 385325

Contact us on 13 77 62 | Email: [customerservice@mortgagechoice.com.au](mailto:customerservice@mortgagechoice.com.au)

Our brokers are also known as our Credit Representatives. We have appointed them under our Credit Licences to provide services to our customers. Your Broker will provide details of their licensee at the time of providing credit assistance.

## 9. Top six lenders by concentration

The top six residential home lenders commonly used by our network of credits representatives listed below.

Lender Name	% Value of Total Paid Settlement*
Macquarie Bank	12.17%
ANZ Bank	11.50%
Commonwealth Bank	9.86%
St George Group	8.90%
ING	6.58%
HSBC	6.14%

\*The data in the above table relates to the reporting period 1st July 2023 - 30th June 2024.

## 10. Hospitality and Gifts received by your credit representative

From time to time, our lender and other business partners may provide hospitality or other gifts to our Credit Representatives. Details of any such benefits received by your Credit Representative, between the values of \$100 and a maximum \$300 may be obtained in writing on request made to your Credit Representative.

## 11. Lender Service Arrangements available to your credit representative

Through Mortgage Choice's relationships with lenders, your Credit Representative may have access to special service arrangements. The benefits of your Credit Representative's access to these arrangements can include: faster application processing, better information and provision of greater levels of assistance in obtaining loan approval. Your Credit Representative will advise you of any service arrangements that are in place with a particular lender that the Credit Representative has proposed, at the time recommendations are made.

Current as of May 2025. The information in this document refers only to loans or products provided by our panel of lenders or product providers with whom Mortgage Choice Pty Ltd and Smartline Operations Pty Ltd have an arrangement under which they receive commissions and other payments. Not all brokers are able to offer the products of all lenders.