



# Credit Guide

Version One: 1 December 2021

The Welfare fund Limited

ABN 25 155 698 105

Trading as Fair Wealth Australia

Australian Credit Licence 423 050

**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 a credit contract is likely to be entered into. 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.

### **Dispute Resolution**

Fair Wealth Australia offers its customers 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 Fair Wealth Australia about a product or service and you are not satisfied with the response that you receive.

#### **Internal Dispute Resolution**

To use our internal dispute resolution procedure, you should address a letter, email or fax detailing the dispute to:

Name: Fair Wealth Australia

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

Fax: (02) 9633 1701

Email: [info@fairwealthaustralia.com](mailto:info@fairwealthaustralia.com)

If our Customer 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  
Mail: Australian Financial Complaints Authority Limited GPO Box 3 Melbourne, VIC 3001  
Phone: 1800 931 678  
Fax: (03) 9613 6399  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

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

### **FURTHER INFORMATION OR QUESTIONS**

For more information regarding Fair Wealth Australia or any of the products and services outlined in this guide, contact us on (02) 9633 1670.

## **Contact us**

Fair Wealth Australia, Unit 42, 1 Macquarie Street, PARRAMATTA NSW 2150

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Australian Credit Licence: 423 050  
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