

Credit Guide

OpenAgent Pty Ltd is an authorised corporate credit representative (no. 515709) of Doorsteps Solutions Pty Ltd ACN 654 334 246, Australian Credit Licence 537369 (**Doorsteps Solutions**). Doorsteps Solutions is a wholly owned subsidiary of OpenAgent Pty Ltd.

In this document, the words “**we**”, “**us**”, “**our**” and “**OpenAgent**” refer to OpenAgent Pty Ltd. References to “**Doorsteps**” refer to all our related bodies corporate. Doorsteps has credit products and services that are not covered by this document. In your interaction with our representatives or Doorsteps, you may receive additional documents related to credit products and credit guides.

This Credit Guide will provide you with important information about the credit services we provide which are regulated by the National Credit Code.

Credit Services

We are licensed to provide you with credit assistance under the National Consumer Credit Protection Act 2009 (Cth). Our obligations as a corporate credit representative of Doorsteps Solutions include providing you with this Credit Guide as soon as practicable after we are likely to provide credit assistance to you. We provide “credit assistance” when we:

- A. suggest or assist you to apply for a particular credit contract with a credit provider; or
- B. suggest or assist you to apply for an increase to an existing credit contract with a credit provider; or
- C. suggest you remain in a particular credit contract with a credit provider.

In providing you with credit services, we do not act as a credit provider. Instead, we will introduce you to third parties who can provide credit, and facilitate credit applications.

If we recommend credit products, we can only do so if they are not unsuitable for you. To determine whether a product or service is suitable for you, we will need to

undertake a preliminary assessment which takes into details of your financial and personal situation,

information about your requirements and objectives and your ability to repay the loan that you are considering. We will also take reasonable steps to verify the information you provide us, whether through review of documents provided by you or third party verification services.

We will find a credit product or a credit limit increase unsuitable for you if:

- you will be unable to meet your financial commitments under the contract, or could only meet them with substantial hardship; or
- the contract will not meet your requirements and objectives.

If you would like a copy of our preliminary assessment, we will give you a copy of it within:

- seven (7) days, if the request is made within 2 years of providing credit assistance; or
- twenty-one (21) days, if the request is made between 2 years and 7 years of us providing credit assistance.

We are not required to provide you a copy of the assessment if the credit application or increase has been declined.

There is no charge for requesting or receiving a copy of your preliminary assessment. Please notify us immediately if the information you have provided is not correct or has changed.

Please note OpenAgent does not provide tax, legal or accounting advice. Any information contained in this document is of a general nature only and does not take into account the objectives, financial situation or need of any particular person and is not intended to provide, and should not be relied on for, tax, legal or accounting advice. Therefore, before making any decision, you should consider the appropriateness of the information with regard to those matters and consult your own tax, legal and accounting advisors before engaging in or considering the appropriateness of any transaction.

Doorsteps Solutions' Commonly Used Lenders

Doorsteps sources credit products from a range of banks, lenders and other credit providers. We, being OpenAgent, have not settled any loans with lenders in the last 12 months.

However, the list below documents the 6 most commonly used lenders by Doorsteps Solutions' credit representatives in the previous 12 months. This does not necessarily reflect all of the financial institutions that Doorsteps Solutions is able to conduct business through.

Financial institutions	% of applications submitted over the past 12 months
1. Beyond Bank	14.58%
2. AFG Home Loans	13.13%
3. Bankwest	10.18%
4. Bluestone	7.99%
5. ME	7.45%
6. Virgin Money	6.94%

The institutions listed above are part of the aggregator Australian Finance Group Ltd's lender panel through which Doorsteps credit representatives submit loan applications. In order to submit loan applications to these lenders, a Doorsteps mortgage broker is required to be accredited with that lender. OpenAgent is not accredited with each of the lenders listed above, however your Doorsteps mortgage broker is.

Referrals

We may act in other roles or capacities related to the credit assistance provided to you. Each Doorsteps 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.

In some cases, you may have been referred to us by third parties such as real estate agents, accountants, financial planners etc. In these circumstances where a referral fee may be paid by us to these parties, the fee will be disclosed to you in the credit proposal, another

form of disclosure document you will receive. You can also ask us for a reasonable estimate of these fees and how we worked it out.

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 provided to you. Where we are unable to act due to a conflict of interest that cannot be managed appropriately, we will refer you to another party who will provide you services.

How do we get paid?

We do not charge you a fee for our credit assistance.

Lenders that Doorsteps deals with will usually pay a commission based on the size of loan and the loan product. Commission is only paid if your loan is settled and drawn down. Doorsteps may also be paid an ongoing commission by your lender based on the outstanding balance of your loan.

We may receive some or all of the commissions received by Doorsteps referred to above, directly or indirectly. You can request from us information about a reasonable estimate of those commissions and how the commission is worked out at any time.

The information set out above in relation to referral fees and other fees payable to third parties also applies to us. You can request a reasonable estimate of the amount of the fee and how it is worked out.

We are prohibited from accepting gifts or inducements over \$300. Any benefit given to us greater than \$100 and less than \$350 will be recorded in a Doorsteps register. A copy of the Doorsteps register is available to inspect on request. If you wish to inspect the register, please contact us.

Credit representatives employed by us acting on behalf of Doorsteps Solutions will receive a salary from us and may also be eligible for an annual performance payment or retention incentives which are discretionary and based on reaching agreed performance levels.

Complaints

We encourage you to speak to us about your complaint directly. Please provide as much information as possible, with any supporting documentation if relevant. This will help us to resolve your complaint as quickly as possible. For how we handle complaints, please see our [complaints handling policy](#). You can also contact our Complaints Officer:

By phone

1300 622 749

By post

Doorsteps Group, PO Box 419 Alexandria 1435

By email

support@doorsteps.com.au

If you are not satisfied with our response or how we have handled your complaint, you may make a formal complaint to our EDR scheme, the Australian Financial Complaints Authority (**AFCA**), which can be contacted on:

By phone

1800 931 678 (free call)

By email

info@afca.org.au

Website

www.afca.org.au

By post

Australian Financial Complaints Authority, GPO
BOX 3 MELBOURNE VIC 3001

Privacy

We take your privacy seriously, and that's why we want you to know exactly how your information will be shared amongst our different businesses and when we need to share it with a third party. Please refer to our [Privacy Policy](#) for more information.