

Credit Guide



This Credit Guide provides you with information about credit assistance we may provide to you that is regulated under the National Consumer Credit Protection Act. The act regulates the activity of lending, leasing and finance broking. This Credit Guide is designed to assist you in deciding whether to use the services we offer.

About Future Gen Credit

Future Gen Credit Pty Ltd (Future Gen Credit) is a privately owned company and holder of an Australian Credit Licence, Number 482035. Future Gen Credit is part of the Future Gen Solutions Group of companies. The term "Credit Adviser" refers to Future Gen Credit's authorised credit representatives.

Our mission at Future Gen Credit is to provide clients like you with high quality credit services that are suitable for your personal situation and needs. If, after reading this guide, you need more information or clarification, please contact us on 07 3391 1624 or via email at enquiries@futuregen.solutions

Our Credit Advisers

Future Gen Solution Pty Ltd

ACN	677 257 475
Business Address	119 Logan Road, Woolloongabba QLD 4102
Corporate Credit Representative	Authorised by Future Gen Credit as a Corporate Credit Representative - ASIC CR Number: 561882

Murray Wilkinson

Qualifications	BA, BEc, CFP, Cert IV F&MB
Credit Adviser	Authorised by Future Gen Credit to provide credit assistance as a Credit Representative of Future Gen Credit - ASIC CR Number: 365114
Email	murray.wilkinson@futuregen.solutions
Experience	Murray has been working in Financial Services since 1989. He is the Director and Senior Financial Adviser of Future Gen Solutions Pty Ltd.

Tom Wilkinson

Qualifications	BEd, BCom, Cert IV F&MB
Credit Adviser	Authorised by Future Gen Credit to provide credit assistance as a Credit Representative of Future Gen Credit - ASIC CR Number: 485405
Email	tom.wilkinson@futuregen.solutions
Experience	Tom has been working in Financial Services since 2012 as an employee of Future Gen Solutions Pty Ltd.

Services we provide

Our Association and Relationship

Future Gen Credit and your Credit Adviser have a service relationship with:

- ProLoan (Aust) Pty Ltd (ProLoan) under which ProLoan provides us with training, assistance, and access to ProLoan's unique products and a relationship with Westpac Banking Corporation (WBC).
- Under this arrangement, Future Gen Credit and ProLoan receive remuneration from WBC as an Introducer.
- All remuneration received by Future Gen Credit is passed on to the authorised Corporate Credit Representative, Future Gen Solutions Pty Ltd. Future Gen Solutions Pty Ltd employs Credit Advisers.

All our Credit Advisers are only accredited with one lender, WBC. When providing you with credit assistance for your home loan, we are not acting as mortgage brokers. We will assess your finance needs and objectives but will then only consider loans from WBC. We are not able to compare or consider loans from other (non-WBC) lenders.

Credit Assistance process

Your Credit Adviser will work with you to determine and achieve your finance objectives. We are obligated to ensure that any loan, or principal increase to a loan we help you is in your best interests. The law requires us to:

- Conduct a Preliminary Assessment where we will ask you some questions in order to assess whether the loan or lease is not unsuitable.
- Make reasonable enquiries about your loan requirements and objectives;
- Ask you about your current financial situation; and
- To take reasonable steps to verify your financial situation.

You can request a copy of the Preliminary Assessment within 7 years from the date the assessment was conducted at no charge. You will be provided with a written Credit Proposal Disclosure Document at the time of the credit assistance.

Your privacy

Future Gen Credit and your Credit Adviser are subject to certain legislative and regulatory requirements that necessitate the collecting, holding and using detailed information that personally identifies you and/or contains information about you. The Future Gen Credit respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. The Future Gen Solutions Privacy Policy is located on our website at: www.futuregen.solutions/privacy/

You do not have to disclose all of your personal information, however without it your Credit Adviser may not be able to provide advice that is suitable to your loan requirements objectives and financial situation.

The law requires us to establish your identify and assess applications for products and services to confirm its accuracy. Before your Credit Adviser can provide any credit services to you, we will need to verify your identification.

Commissions we receive

Future Gen Credit and your Credit Adviser's employer may receive commissions from credit providers if you proceed with our credit assistance. The table below outlines a range of commissions that we may receive.

Provider	Loan	Max Rate	Example – Payment to Credit Assistance Provider
Westpac (via ProLoan)	Upfront (Residential & Personal Investment or First Option Loans) – Commission is paid on 100% of loan amount less the balance of any offset account linked to the loan three days after settlement.	Upfront 0.44%	A Principal & Interest (P&I) or Interest Only Loan with a Credit Limit of \$500,000 and a linked offset account with a \$100,000 balance will result in an upfront payment of \$2,200.
	Upfront (Equity Access Loans) – Commission is paid on 100% of loan amount.	Upfront 0.33%	A Line of Credit Loan with a Credit Limit of \$500,000 will result in an upfront payment of \$1,650.
	Ongoing – Commission is paid on balance of loan amount.	Ongoing 0.275%	If the balance of the loan is \$500,000 (less any linked offset account), the ongoing commission payment would be equal to \$1,375 over the first year.

The table below outlines who receives the commissions and are represented as a percentage of the loan amount (dollar value will vary depending on the loan amount). To demonstrate the dollar value of commissions paid, an example loan amount has been included for your comparison.

Provider	Type	Example Loan Amt	Aggregator*	Aggregator Rate	Future Gen Credit Rate
Westpac Bank (via ProLoan)	Upfront Residential & Personal Investment or First Option Loans	\$500,000	ProLoan	0.088% \$440	0.352% \$1,760
	Upfront Equity Access Loans	\$500,000	ProLoan	0.066% \$330	0.264% \$1,320
	Ongoing Loan, starts in the first month after the loan is settled	\$500,000	ProLoan	0.055% \$275	0.22% \$1,100

* **Aggregator** – wholesaler between Future Gen Credit and the lending provider.

A written Credit Quote will be provided to you if we intend to charge you a fee for providing credit assistance services. You must clearly indicate your acceptance in writing before we will provide you with any services. Any fees that may be payable will be clearly disclosed in advance.

What to do if you are not satisfied with our service

We are always trying to improve our services and your experience dealing with us. If you are not happy with your Credit Adviser or the services provided to you, we encourage you to:

- Discuss your concerns / complaint with your Credit Adviser in the first instance.
- If you would prefer you can contact our Compliance Manager by phone or in writing to:

Future Gen Solutions

Mail: PO Box 1638, Coorparoo DC Qld 4151

Phone: 07 3391 1624

Email: enquiries@futuregen.solutions

- Our aim is to resolve your concerns quickly and fairly.
- We will acknowledge receipt of your concerns within one business day, this is generally within 24 hours.
- We will investigate the concerns and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the matter and bring it to a resolution. If we require an extension for reasons which are complex or outside of our control, we will write to you before the 30 days to request an extension of time.
- If your concerns have not been resolved to your satisfaction, you contact the independent dispute resolution scheme, Financial Ombudsman Service Limited (AFCA) by phone or in writing to:

Australian Financial Complaints Authority

Mail: GPO Box 3, Melbourne VIC 3001

Phone: [1800 931 678](tel:1800931678) (free call)

Fax: 03 9613 6399

Email: info@afca.org.au