

Welcome to North West Agrifinance

We are pleased that you have allowed us to assist you with your finance needs. Our aim is to exceed your expectations of us and provide you with a professional and efficient service.

Since 1990 North West Agrifinance has been helping farmers and agribusiness with the increasingly complex financial and business planning aspects of their business. We are independently owned and have a significant base of industry and banking knowledge and experience.

We are a leading provider of farm finance products and advice. We have the resources to listen to and respond to your needs and achieve your goals in a timely, professional and confidential manner.

What you can expect from us?

- Initial interview to determine your needs
- Preparation and submission of tender document
- Assessment of a suitable lender
- Preparation of loan submission and First Home Owners Grant, if applicable
- Submission and follow up of the application with your lender
- Liaison with your legal representative regarding your purchase
- Checking of loan documents (for accuracy)
- Post settlement interview
- Ongoing reviews of your lending facilities post settlement

How our service operates

In some instances North West Agrifinance receives income through commissions paid by Banks on transactions referred and settled. Where a commission is not paid or is reduced by the lender then you will be charged a fee for service at 0.55% including gst of the amount financed. This fee will not be charged should North West Agrifinance receive sufficient commission payments from a Financier relating to this transaction. In the event that an application is tendered to or discussed with a number of Financiers and the client does not proceed to an approval, North West Agrifinance is able or unable to obtain indicative funding approval and the client does not proceed toward settlement, then North West Agrifinance will charge a fee for service at \$220.00 including gst per hour capped at 0.22% of amount financed.

Credit Guide and Privacy Statement

ABOUT US

Licensee	North West Finance Pty Ltd trading as North West Agrifinance ("licensee") Australian Credit Licence Number - 385461 Address: 442 – 450 Goonoo Goonoo Rd Tamworth Tel: 0267624 244 Fax: 0267624 255 Email info@northwestfinance.com.au
Broker Group	Connective Broker Services Pty Ltd ABN 83 107 366 496 Level 16, 530 Collins St Melbourne VIC 3000

This document provides you with information relating to our activities. It contains information about various fees and charges that may be payable by you to us or we pay to certain third parties. It also contains information about what you should do if you have a complaint or dispute in connection with our services.

WHAT IS CREDIT ASSISTANCE?

We give you credit assistance when:

- we assist you to apply for a particular loan or lease;
- we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan); or
- we suggest you remain in your current loan or lease.

THE ASSESSMENT WE NEED TO DO BEFORE GIVING YOU CREDIT ASSISTANCE

Before we provide credit assistance to you, we assess whether the particular loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

- the loan or lease or increase will meet your requirements and objectives; and
- you can meet the proposed repayments.

We won't be able to give you credit assistance if our assessment shows that:

- you won't be able to meet the proposed repayments without substantial hardship;
or
- the loan or lease won't meet your requirements or objectives.

GETTING A COPY OF OUR ASSESSMENT

If we provide you with credit assistance, you can ask us for a copy of our assessment any time up to 7 years after we provide you with a credit assistance quote. To request a copy please contact us. We will provide you with a copy:

- within 7 business days after the day we receive your request – provided you make the request within 2 years of the date of our credit assistance quote; or
- otherwise, within 21 business days after the day we receive your request.

INFORMATION ABOUT THE LICENSEE

We, the employees, act for North West Finance Pty Limited trading as North West Agrifinance. We are authorised to engage in credit activities including providing credit assistance on its behalf.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases for you from a broad range of lenders and lessors through our broker group.

The following are six of the lenders or lessors with whom we generally conduct the most business:

- Commonwealth Bank
- Westpac
- ANZ
- NAB
- Suncorp
- RABO

FEES AND CHARGES

FEES PAYABLE FOR THE PROVISION OF CREDIT ASSISTANCE

We will not normally charge you any fees for providing credit assistance to you. However we may need to charge a fee in the following circumstances:

- We incur a charge on your behalf (e.g. a valuation fee, a credit report)
- We arrange the requested finance for you and you take up the loan from another provider
- A Bank may incur fees if an applicant applies for a loan, but then does not proceed. Fees will not be incurred without the written consent of the client. All fees will be passed on to the client in the event they are incurred and only in the instance that the client has given prior agreement to the fees.
- Commission Clawback - some Banks apply a clawback charge on commissions paid to Brokers where the loan is repaid within 24 months. In the event that North West Agrifinance receives a clawback charge from a Bank, in relation to loans that North West Agrifinance received a commission payment, North West Agrifinance is entitled to pass on any clawback charges to the client, for the related transaction

More detail about those fees will be set out in a quote we will give to you before we provide you with credit assistance.

FEES AND CHARGES

You may have to pay other fees and charges (such as an application fees, valuation fees and other fees) to the lender, lessor or other parties. You should review the disclosure documents and your loan contract or lease for further details of any such fees and charges.

COMMISSIONS

COMMISSIONS WE RECEIVE FROM OUR LICENSEE

Our licensee has appointed our broker group as its agent to receive commissions from lenders and lessors and to pay us commission in relation to loan contracts or leases for which we provide credit assistance. The total amount of commission we may receive in relation to your loan or lease may vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you ultimately choose and the amount and timing of the repayments that you make.

Loan Contracts such as Home Loans, Investment Property Loans and Personal Loans

Upfront commission payable by lenders in relation to loans is calculated as a percentage of the loan amount and is generally in the range of 0.5% and 0.7% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. It is not paid by all lenders. The trail commission payable by lenders is generally in the range of 0.15% per annum and 0.25% per annum of the outstanding loan amount.

Commercial Loans

Upfront commission payable by lenders in relation to Commercial loans is calculated as a percentage of the loan amount and is generally in the range of 0.10% and 0.50% of the loan amount. It is usually paid after settlement of the loan.

Trail commission payable by lenders in relation to loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. It is not paid by all lenders. The trail commission payable by lenders is generally in the range of .10% per annum and .25% per annum of the outstanding loan amount.

Equipment Finance

Upfront commission payable by lessors in relation to equipment finance is calculated as a percentage of the equipment finance amount and is generally in the range of 0.20% and 2% of the equipment finance amount. It is usually paid after settlement of the equipment finance.

Trail commission is generally not payable in relation to equipment finance.

You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

VOLUME BONUS ARRANGEMENTS

Our broker group has volume bonus arrangements in place with the Commonwealth Bank of Australia, Westpac Banking Corporation and the Australia and New Zealand Bank Group Limited. From time to time we or our broker group may receive a benefit, directly by way of cash bonus or additional commissions or indirectly by way of training, professional development days or sponsorship, if we or our broker group write a particular volume of loans offered by those lenders.

COMMISSIONS PAYABLE BY US

We are not likely to pay a commission to any third party for the introduction of credit business or business financed by the loan contract or equipment finance.

Further information about referral commissions, including our reasonable estimate of the amount of any commission payable and how it is calculated is available from us on request and will be included in the credit proposal disclosure we will supply to you when we provide you with our credit assistance.

DISPUTES OR COMPLAINTS

WHAT TO DO IF YOU HAVE A DISPUTE OR COMPLAINT?

We are committed to providing our customers with the best possible service. If at any time we have not met our obligations – or you have a complaint about any of our services – please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

HOW TO MAKE A COMPLAINT AND THE COMPLAINTS PROCESS?

You can lodge complaints by contacting Sharon Martin, the Complaints Officer by:

1. Telephoning 02 67624244
2. e-mailing Sharon@northwestfinance.com.au
3. writing to North West Finance Pty Limited, PO Box 1904, Tamworth, NSW, 2340
Please refer to our Dispute Resolution Policy

THIRD PARTY PRODUCTS OR SERVICES

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contract the relevant third party. They will deal with your complaint under their complaints resolution process.

If you are not satisfied with the resolution of your complaint by the third party under their complaints resolution process, you are entitled to have your dispute considered by their External Dispute Resolution Scheme. Please contact the third party for further details.

KEEPING YOU INFORMED

We will provide a written '**final response**' to you within 45 days (21 days where the complaint relates to default), which states:

- the final outcome of the dispute at an internal level
- explain your right to take your dispute to our External Dispute Resolution provider (no matter what the result of the investigation was internally)

If we are unable to give a final response within the specified period, we will, before the end of the period:

- inform you of the reasons for the delay
- advise the complainant of their right to complain to External Dispute Resolution provider.

STILL NOT SATISFIED?

If you do not think we have resolved your complaint to your satisfaction, you may take the matter – free of charge – to the relevant External Disputes Resolution Scheme (provided it is within the scheme's terms of reference) as detailed below. You may also refer the matter to the relevant External Disputes Resolution Scheme at any time, but if our internal process is still in progress, they may request that our internal processes be complete before considering the matter further.

Our licensee's external dispute resolution service provider is the Australian Financial Complaints Authority, which can be contacted via:

Online: www.afca.org.au Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Privacy Policy

Who are we?

'We', 'us' and 'our' refer to North West Finance Pty Ltd ACN 003 180 363, Australian Credit Licence 385461 and our related businesses.

Our commitment to protect your privacy

We understand how important it is to protect your personal information. This document sets out our privacy policy commitment in respect of personal information we hold about you and what we do with that information.

We recognise that any personal information we collect about you will only be used for the purposes we have collected it or as allowed under the law. It is important to us that you are confident that any personal information we hold about you will be treated in a way which ensures protection of your personal information.

Our commitment in respect of personal information is to abide by the Australian Privacy Principles for the protection of personal information, as set out in the Privacy Act and any other relevant law.

Personal information

When we refer to **personal information** we mean information from which your identity is reasonably apparent. This information may include information or an opinion about you. The personal information we hold about you may also include credit information.

Credit information is information which is used to assess your eligibility to be provided with finance and may include any finance that you have outstanding, your repayment history in respect of those loans, and any defaults. Usually, credit information is exchanged between credit and finance providers and credit reporting bodies.

The kinds of personal information we may collect about you include your name, date of birth, address, account details, occupation, and any other information we made need to identify you.

If you are applying for finance we may also collect the ages and number of your dependants and cohabitants, the length of time at your current address, your employment details and proof of earnings and expenses. If you apply for any insurance product through us we may also collect your health information. We will only collect health information from you with your consent.

Why we collect your personal information

We collect personal information for the purposes of assessing your application for finance and managing that finance. We may also collect your personal information for the purposes of direct marketing and managing our relationship with you. From time to time we may offer you other products and services.

How do we collect your personal information?

Where reasonable and practical we will collect your personal information directly from you. We may also collect your personal information from finance brokers and other people such as accountants and lawyers.

Do we disclose your personal information?

We may disclose your personal information:

- to prospective funders or other intermediaries in relation to your finance requirements;
- to other organisations that are involved in managing or administering your finance such as third party suppliers, printing and postal services, call centres;
- to associated businesses that may want to market products to you;
- to companies that provide information and infrastructure systems to us;
- to anybody who represents you, such as finance brokers, lawyers and accountants;
- to anyone, where you have provided us consent;
- where we are required to do so by law, such as under the *Anti-Money or Laundering and Counter Terrorism Financing Act 2006* (Cth);
- to investors, agents or advisers, or any entity that has an interest in our business;
- organisations that provide products or services used or marketed by us; or
- to your employer, referees or identity verification services.

Prior to disclosing any of your personal information to another person or organisation, we will take all reasonable steps to satisfy ourselves that:

(a) the person or organisation has a commitment to protecting your personal information at least equal to our commitment, or

(b) you have consented to us making the disclosure.

We may use cloud storage to store the personal information we hold about you. The cloud storage and the IT servers may be located outside Australia.

We may disclose your personal information to overseas entities that provide support functions to us. You may obtain more information about these entities by contacting us.

Direct marketing

From time to time we may use your personal information to provide you with current information about finance, offers you may find of interest, changes to our organisation, or new products or services being offered by us or any company with whom we are associated.

If you do not wish to receive marketing information, you may at any time decline to receive such information by telephoning us on 02 67624244 or by writing to us at PO Box 1932 Tamworth NSW 2340. If the direct marketing is by email you may also use the unsubscribe function. We will not charge you for giving effect to your request and will take all reasonable steps to meet your request at the earliest possible opportunity.

Updating your personal information

It is important to us that the personal information we hold about you is accurate and up to date. During the course of our relationship with you we may ask you to inform us if any of your personal information has changed.

If you wish to make any changes to your personal information, you may contact us. We will generally rely on you to ensure the information we hold about you is accurate or complete.

Access and correction to your personal information

We will provide you with access to the personal information we hold about you. You may request access to any of the personal information we hold about you at any time.

We may charge a fee for our costs of retrieving and supplying the information to you.

Depending on the type of request that you make we may respond to your request immediately, otherwise we usually respond to you within seven days of receiving your request. We may need to contact other entities to properly investigate your request.

There may be situations where we are not required to provide you with access to your personal information, for example, if the information relates to existing or anticipated legal proceedings, or if your request is vexatious.

An explanation will be provided to you if we deny you access to the personal information we hold about you.

If any of the personal information we hold about you is incorrect, inaccurate or out of date you may request that we correct the information. If appropriate we will correct the personal information at the time of the request otherwise, we will provide an initial response to you within seven days of receiving your request. Where reasonable, and after our investigation, we will provide you with details about whether we have corrected the personal information within 30 days.

We may need to consult with other entities as part of our investigation.

If we refuse to correct personal information we will provide you with our reasons for not correcting the information.

Using government identifiers

If we collect government identifiers, such as your tax file number, we do not use or disclose this information other than required by law. We will never use a government identifier in order to identify you.

Business without identifying you

In most circumstances it will be necessary for us to identify you in order to successfully do business with you, however, where it is lawful and practicable to do so, we will offer you the opportunity of doing business with us without providing us with personal information, for example, if you make general inquiries about interest rates or current promotional offers.

Sensitive information

We will only collect sensitive information about you with your consent. Sensitive information is personal information that includes information relating to your racial or ethnic origin, political persuasion, memberships in trade or professional associations or trade unions, sexual preferences, criminal record, or health.

How safe and secure is your personal information that we hold?

We will take reasonable steps to protect your personal information by storing it in a secure environment. We may store your personal information in paper and electronic form. We will also take reasonable steps to protect any personal information from misuse, loss and unauthorised access, modification or disclosure.

Complaints

If you are dissatisfied with how we have dealt with your personal information, or you have a complaint about our compliance with the Privacy Act, you may contact our complaints officer Sharon Martin on 02 67624244 or email sharon@northwestfinance.com.au.

We will acknowledge your complaint within seven days. We will provide you with a decision on your complaint within 30 days.

If you are dissatisfied with the response of our complaints officer you may make a complaint to the Privacy Commissioner which can be contacted via the Office of the Australian Information Commissioner website (www.oaic.gov.au) or on 1300 363 992.

Further information

You may request further information about the way we manage your personal information by contacting us.

Change in our privacy policy

We are constantly reviewing all of our policies and attempt to keep up to date with market expectations. Technology is constantly changing, as is the law and market place practices.

As a consequence we may change this privacy policy from time to time or as the need arises.

You may request this privacy policy in an alternative form.

This Privacy Policy came into existence on 12th March 2014.