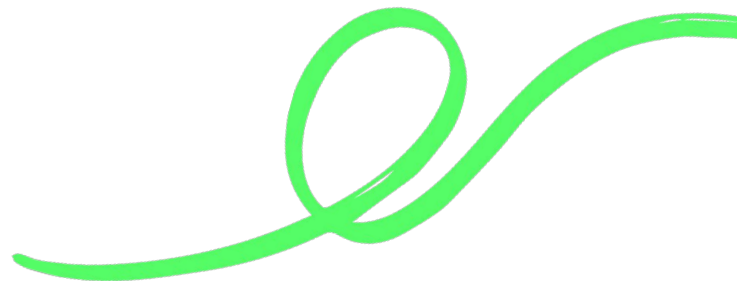


FEBRUARY 2024.

# Our in-house broker service *credit* guide.



# What you can expect:

You'll find all the info you need to know to make an informed and confident choice prior to agreeing to and engaging with our products and services.

- Our goals and standards
- Offerings
- Fees and commissions

If you need more info or clarification, please ask us. We're a friendly bunch!

## This Credit Guide is brought to you by Tiimely Home. Here are our official details:

<b>Organisation/Trading Name</b>	Tiimely Pty Ltd
<b>Address</b>	Level 7, 121 King Williams Street, Adelaide, SA 5000
<b>Phone</b>	1300 842 405
<b>Email</b>	<a href="mailto:broker@tiimelyhome.com.au">broker@tiimelyhome.com.au</a>
<b>Australian Credit Licence name and Australian Credit Licence number</b>	Tiimely Pty Ltd (Australian Credit Licence 496431)
<b>Australian Company Number</b>	605 696 544

## Overview

We want to ensure we curate the most appropriate products that suit your individual needs, and we want to deliver our broker service with style (aka personalised and with attention to detail). You'll feel heard and you'll experience a collaborative process – we'll work together every step of the way.

## How will we do this?

Our in-house brokers and credit team leads have done the hard yards studying to obtain the qualifications needed to help you with getting a home loan. You can rest assured knowing we have the minimum broking experience and qualifications required by the National Consumer Credit Protection Act 2009, but are also committed to meeting specific competency standards through ongoing educational and professional development. Tiimely Home has high ethical standards and we live and breathe our values, which means we take our responsibilities seriously. This includes the responsibility to maintain the regulatory standards that apply to us.

We partner with like-minded organisations whose financial services complement our offering.

# Making sure the loans we curate are suitable based on your financial objectives

When you apply with us, you'll notice we ask you a handful of questions around:

- Your financial situation
- What your financial objectives are; and
- Your borrowing requirements.

## Why?

- It is a legal requirement for us to conduct what's called a Preliminary Credit Assessment
- So we can recommend what kind of loan is suitable for you

From here, we'll need to ask you questions to determine that the loan is not unsuitable. This is a legal term that relates to our obligation to ensure that we've made reasonable inquiries into your financial situation.

The law requires us to:

- make reasonable inquiries about your requirements and objectives;
- make reasonable inquiries about your financial situation; and
- take reasonable steps to verify your financial situation.

We'll go through all of these questions before we make a recommendation of any product/s, and this is around the time we'll let you know about the costs associated with entering a credit contract which includes third party and Government fees. Part of the assessment also looks to ensure that none of the options recommended will put you in financial hardship. Affordability is really important to us – we don't want to put you in a worse off financial position.

Your Preliminary Credit Assessment is considered valid for 90 days. If 90 days has lapsed and you have not found a property you'd like to purchase or refinance, and you'd like to extend the validity of that assessment, you may be asked to provide updates on your financial situation.

If you'd like a copy of your Preliminary Credit Assessment, you can request one free of charge by contacting us on 1300 842 405 or by email to [choice@tiimelyhome.com.au](mailto:choice@tiimelyhome.com.au). We keep copies of your credit assessment if we assist with you with applying for a home loan, for up to 7 years. We'll provide you with a written copy of our assessment:

- within 7 business days (if you make a request within 2 years of the date we get your application); or
- within 21 business days (if you make a request between 2 and 7 years of the date we get your application).

# Lenders and products

We've been accredited to offer products through the following lenders on the AFG panel through our in-house broker service:

AFG Home Loans	Bank of Sydney	Bank Australia
AMP Bank	Beyond Bank	Bank of Melbourne
ANZ	Bank SA	Bankwest
Auswide Bank	Bank of QLD	Bluestone
Commonwealth Bank	Firstmac	ING
Citibank	HomeStart Finance	Liberty Financial
Heritage Bank	MKM	Macquarie
La Trobe Financial	NAB	St George Bank
ME Bank	NOW Finance	UBank
Pepper Money Resimac	Teachers Mutual Bank	Westpac
Plenti	Virgin Money	Wizr
Suncorp		

<b>Lenders available</b>	We'll curate a list of lenders and products based on your financial goals and objectives. Once you have chosen a loan that is suitable for you, we'll help you work towards a loan approval.
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<b>Commonly used Lenders</b>	Below are the 6 most commonly used lenders by us by % of business written in the previous financial year. It's important to note that the list below does not reflect all of the loans we're able to access under our broker licence
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<b>Lenders</b>	Suncorp	29%
	Bank Australia	24%
	Westpac	14%
	ME Bank	4%
	AFG Home Loans	4%
	Resimac	4%

## Fees, charges, commission and disclosures

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### **Fees Payable to third parties**

You may need to pay the lender's application fee, valuation fees and other fees that are associated with the loan application process.

The fees may apply when you submit the application and are sometimes payable even if the loan is unsuccessful/not approved.

We will let you know if application fees are payable before you decide which lender you'd like to proceed with, so you can make an informed decision

### **Fees payable by you to Tiimely Home**

Any applicable fees payable by you to Tiimely Home need to be listed in a Credit Quote. Tiimely Home does not charge any fees for our in-house brokers providing you with credit assistance, so this is why we won't provide you with a Credit Quote.

### **Payments received by Tiimely Home**

Our in-house brokers are not paid a commission for any loans settled, however Tiimely Home may receive fees, commissions or financial rewards from lenders we are accredited with .

These fees are not payable by you.

Commission and brokerage amounts will typically be calculated based on the amount of the loan value and may vary depending on the product. We can share this information with you if you'd like. This information will be a reasonable estimate of what the commission amount is and how it is worked out.

Commissions are based on a percentage of the loan balance that is drawn down, and in most cases will be the net of any amount held in your offset account.

The loan recommendation we make to you will be in line with responsible lending requirements, and we'll make sure it is not unsuitable based on your financial situation and objectives.

### **Fees payable by Tiimely Home to third parties**

Tiimely Home may choose to remunerate or pay referral fees to anyone who refers loans to us, and this may include your loan.

Referrals may be made by real estate agents, accountants, financial advisors, lawyers or others.

Any referral fees made will generally be small amounts and are made in line with usual business practice.

These fees are not payable by you. We can share this information with you if you'd like. This information will be a reasonable estimate of what the commission amount is and how it is worked out.

We reserve the right to remunerate other parties through payments, rewards or benefits on an ad hoc basis.

### **Tiered Servicing Arrangements**

What is a tiered servicing arrangement? It's broker speak for non-monetary benefits, or preferential treatment.

Tiimely Home brokers may have relationships with lenders that allow them to access tiered servicing arrangements, which may give us access to benefits such as:

- faster processing
- better information
- greater levels of assistance for obtaining loan approval

These arrangements are generally used to get you, the customer, a better outcome.

If we do access a tiered servicing arrangement, we'll disclose this with you when we make any recommendations relating to loan products.

It's important to note that brokers and licensees don't get access to these types of arrangements and programs purely based on volume of new or existing lending. Tiered servicing arrangements also do not entitle the broker or licensee to any additional commissions beyond what we've disclosed to you. There are no additional payments payable by any party (you or us), and no preferential customer discounts are applied.

### **Other disclosures, benefit or interests**

#### **Gifts**

Your broker cannot accept gifts or inducements over \$350.

Any benefits your broker receives that are greater than \$100 or less than \$350 must and will be recorded in a Gifts Register.

You can request to inspect your broker's register – just let them know.

#### **Referrals**

Occasionally we'll find customers through referrals including accountants, financial planners, real estate agents and others. If you were introduced via a referral, we may choose to pay the referrer a commission, fee or remunerate them in other ways.

If we do this, we'll include it on the Credit Proposal Disclosure document which will be provided to you.

#### **Credit & Valuation Reports**

Sometimes our lenders will give us access to free services such as credit reports and valuations. We'll let you know about these free services if they're part of the curated recommendations we make and will include them on the Credit Proposal Disclosure document we provide to you.

### **Multiple Roles and Ownership Structure**

We may act in other roles and capacities related to the credit assistance provided to you.

Each business activity is separate and Tiimely Home may be remunerated for these activities. Any relevant remuneration we may receive because of a recommendation we make to you will be included in the Credit Proposal Disclosure document which will be provided to you.

In the event we cannot act in more than one role or capacity, we will refer you to another service provider to avoid a conflict of interest.

### **Related Parties**

We have relationships with a number of related parties and associates. Details of any remuneration or possible conflicts these relationships will be included in the Credit Proposal Disclosure document which we'll provide to you.

## **What if you have a complaint?**

We relentlessly focus on making your customer experience as friendly and transparent as possible. It's part of our DNA. But we know mistakes happen, and we live up to mistakes quickly. If you have any problems, please get in touch.

**Phone:** 1300 842 405

**Email:** [mysolutions@tiimelyhome.com.au](mailto:mysolutions@tiimelyhome.com.au)

**Post:**

Resolutions  
Tiimely Pty Ltd  
GPO Box 1371  
Adelaide SA 5000

If you do raise an issue with us, we'll address it as quickly as possible, and aim to have everything resolved within 30 calendar days. Provide as much information as you can (including supporting documents if you have them) when you raise your concern, as it will help us to resolve things faster.

### **If you still have concerns**

If we haven't been able to resolve your issues you can contact the Australian Financial Complaints Authority (AFCA).

This is a free, independent and accessible dispute resolution service. The AFCA will encourage you to attempt to resolve any issues with us directly before they get involved.

Their details are:

**Phone:** 1800 931 678

**Website:** [afca.org.au](http://afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Post:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3000.