



InterPrac Finance Services Pty Ltd
Australian Credit Licence # 388051

Credit Guide

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Our Services

InterPrac Finance Services Pty Ltd ("InterPrac") is registered to provide credit assistance to clients. Its contacts details are:

STREET ADDRESS

Level 3
29-33 Palmerston Crescent
South Melbourne Victoria 3205

POSTAL ADDRESS

PO Box 7626
Melbourne VIC 3004

PHONE NUMBERS

03 9209 9777
1800 700 666

FAX NUMBER

1300 368 427

EMAIL

info@interprac.com.au

Our services are provided to you through our Credit representatives and details are included in the insertion. Both documents combined are regarded as the Credit Guide (referred to as 'the Guide').

CREDIT PROVIDERS

As we only provide credit assistance the actual credit is arranged through credit providers. We choose the credit provider based on research and your objectives. The main credit providers that we recommend depending on our research and analysis are:

1. Commonwealth Bank
2. Westpac Bank
3. Bankwest
4. NAB
5. Homeloans Ltd
6. Various Private Lenders & Investors

COLLECTION OF INFORMATION AND ASSESSMENT

We and our representatives must provide you with credit assistance that is not unsuitable for your financial situations and objectives. To do this a preliminary assessment must be conducted. For our representative to conduct this assessment they must collect information about your financial situation and the objectives you have for seeking credit. If you do not provide the requested information we may not be able to provide any credit assistance to you.

You can request a copy of the preliminary assessment conducted by our representative within 7 years of the date that the written quote was provided to you for credit assistance. If you make the request within 2 years of the written quotation we will provide the copy of the assessment within 7 business days. If the request is made after 2 years but before the end of 7 years we will provide the copy within 21 business days. If you make the request after 7 years have past we are not obligated to retain a copy so may not be able to provide it to you.



Payment for Services

We receive 100% of the fee or commission that the representative agrees with you. You will receive a quotation from the representative prior to the completion of any service. The representative will give you an idea of the method of remuneration and the range of commission or fees.

We are remunerated by a combination of fees charged directly to you and commissions received from the credit providers with whom you take the credit contract. The details are set out below.

FEES

We have a range of fees that we charge based on an hourly rate from \$75 to \$150. For example if the assistance we provide to you took 5 hours the fee based on the top hourly rate would be \$750 (excluding GST).

COMMISSIONS

The credit providers that we recommend to you pay us a commission calculated as a percentage of the amount of credit you receive. There is an initial commission of between 0.5% and 0.7% which is received on settlement of the loan. There is also an ongoing commission of between 0.0125% and 0.02% of the outstanding balance of the loan which is paid to us monthly. To illustrate the application please see the example below.

The initial amount of credit/loan is \$250,000 and the rate of commission is 0.5% which would result in an initial commission of \$1250. An ongoing commission rate of 0.02% would be payable on the outstanding balance of the loan each month; based on a loan balance of \$220,000 the dollar value would be \$45.

Our representative receives a salary plus a bonus of 50% of fees and commissions once certain targets are met.

COMPLAINTS

If you are not satisfied with the service we or our representative provides to you then you may lodge a complaint with us. We will consider your complaint and attempt to resolve the matter with you. If you are not satisfied with the resolution that we offer you may refer the dispute to the Credit Ombudsman Service Limited. The contact details are:

Phone: 1800 138 422
Fax: (02) 9273 8440
Email: info@cosl.com.au
Web: www.cosl.com.au

Case Management Team
C-/Credit Ombudsman Service
PO Box A252
Sydney South NSW 1235

As a member of this scheme we are bound to cooperate with the process in an attempt to reach a resolution.