

# Credit Guide

## ABOUT UNBIASED MORTGAGE ADVISERS

Unbiased Mortgage Advisers (“Unbiased”) provides Australian borrowers with **independent mortgage help**; and is a Credit Representative of Zippler, an Australian Credit Licensee. Unbiased and Zippler are subsidiaries of Flongle Pty Ltd.

When it comes to lenders, we don’t play favourites because we’re more interested in **protecting your best interests**. We’re committed to finding the **right loan for you** from bids made by an **unrestricted range of lenders**, delivering superior value by ensuring any **lender commissions work for you** and making the whole process as **transparent and hassle free** as possible.

We can provide you with the convenient services of ordinary mortgage brokers at **the same or lower cost**, however we go well beyond to ensure you get the right loan for you, not anyone else. As an **independent advice** service, the way that Unbiased operates and what we do for you is different in some very important ways, so you should read this Credit Guide carefully and if you’re the least bit uncertain, ask your dedicated Adviser to explain.

## SERVICES WE CAN PROVIDE TO YOU

Whether you’re buying a home to live in, an investment property or refinancing your old loan, our objectives are to drive peak competition for your loan, simplify impartial comparison of an open range of options and make it easy to choose and arrange **your ideal loan at the right price**. We provide three services to fit your individual needs.

### FREE COMPARISON AND EXPERT ADVICE

Comparison and expert advice is the core service which we provide to you obligation free and **free of charge**. When you make an enquiry, we’ll appoint an Adviser to work with you from go to whoa. We match you to our most suitable Adviser based on information you provide in your initial enquiry - so the more detail you provide, the better the match. Your Adviser will work with you over the phone or via skype to:

1. Explore your objectives, borrowing needs and capacity;
2. Explain your loan options and smart strategies;
3. Tender your needs to an unrestricted range of lenders and mortgage brokers;
4. Verify and price the best options from our Panel Lenders;
5. Present and compare a broad range of personalised options via your personal secure dashboard;

Unlike ordinary mortgage brokers, Unbiased gives any lender and third party mortgage broker the opportunity to put forward their best offers to you for free through an independent mortgage contest. You can learn more about how this opportunity works in this Credit Guide under the section titled “About Mortgage Contests” on page 5.

### PLATINUM SUPPORT SERVICE (ADVICE, LOAN SETTLEMENT AND LOAN MAINTENANCE)

Platinum Support is where we provide you with loan comparison and independent advice then do all the legwork to help you apply for and settle a great loan from any of our panel lenders (we call this an Unbiased Verified Loan). Once your loan settles, we pay any commissions and bonuses we receive for your loan to you each month for the life of your loan. You can track, view and manage these rebates online 24/7.

### GOLD DIY SERVICE (INTRODUCTION ONLY)

Our Free Comparison and Advice service means you can impartially compare loans bid by third party brokers and lenders with the best options our Panel Lenders offer. If after seeing the results you’d prefer to take a loan directly with a bidder from your mortgage contest rather than our Panel Lenders, you can easily access and connect with bidders using our Gold Service.

# Credit Guide

## PANEL LENDERS AND LENDERS WE INVITE TO COMPETE

To maximise competition and the range of options for your needs, Unbiased individually invites a big range lenders that don't pay commissions and we also welcome bids from any other licensed lender or mortgage broker in good standing. Your Adviser then helps you to impartially compare contest bids with the best options we can arrange via our Panel Lenders.

### OUR PANEL LENDERS

We'll help you compare, choose and arrange great loans from these lenders:

<b>ANZ</b>	<b>CommBank</b>	<b>ING Direct</b>	<b>Suncorp Bank</b>
<b>AMP</b>	<b>Citibank</b>	<b>Macquarie Bank</b>	<b>St George</b>
Adelaide Bank	<b>Gateway Credit Union</b>	<b>ME Bank</b>	Teachers Mutual Bank
Australian First Mortgage	<b>Heritage Bank</b>	Mortgage Ezy	<b>Virgin Money</b>
<b>Auswide Bank</b>	Firstmac Limited	MyState Financial	UniBank
Connective Home Loans	Firefighters Mutual Bank	<b>National Australia Bank</b>	<b>Westpac</b>
<b>Bank of Queensland</b>	Homeloans Ltd	Liberty Financial	
<b>Bankwest</b>	<b>Newcastle Permanent</b>	Pepper Australia	

Any of these lenders can also offer better deals directly by bidding for your mortgage contest.

### LENDERS INVITED TO COMPETE

Your Adviser will launch an independent mortgage contest so any lender or broker can bid their best deals to win your business. At the same time, we send direct invitations to these lenders enabling them easily bid for your loan for free:

CUA	Greater BS	HSBC Bank	QT Mutual Bank
Bank of Sydney	Community First CU	My Rate	Queenslanders CU
BankVic	PFG	Mortgage Ezy	People's Choice CU
Bendigo Bank	Easy Street	My Credit Union	State Custodians
Beyond Bank	ECU Australia Ltd	MCU Ltd	Regional Australia Bank
Big Sky BS	G&C Mutual Bank	Horizon CU	Select CU
Click Loans	Goldfields Money	Laboratories CU	First Option CU
Community Alliance CU	Family First CU	MAS Funder	Hume Bank
Defence Bank	Cairns Penny Savings & Loans		

See the About Mortgage Contests on page 5 of this Credit Guide for further information on how this works.

# Credit Guide

## WE'RE UNBIASED SO YOU GET ANY LENDER COMMISSIONS

Lender paid commissions for the same loan amount can commonly vary by between 20.47% and up to 67.86%. This variation is caused by many individual factors ranging from which lender to which of that lenders loan products and what features are chosen, how the loan is repaid and so on. If you choose Full Service, the lender will usually pay commissions throughout the life of your loan. To ensure our service remains genuinely unbiased, any commissions received for your loan are deposited to your home loan on a monthly basis. We will calculate and explain anticipated commission rebates for our panel lender products for your individual scenario before you make any decisions. Below is a guide of typical commission ranges paid by lenders for the most common bank loans:

Loan Amount	At 3 Years	At 5 Years	At 10 Years	At 30 Years
<b>\$150,000</b>	\$1,794 to \$1,873	\$2,252 to \$2,711	\$3,300 to \$4,808	\$5,499 to \$9,205
<b>\$250,000</b>	\$2,991 to \$3,122	\$3,753 to \$4,518	\$5,500 to \$8,013	\$9,165 to \$15,341
<b>\$500,000</b>	\$5,981 to \$6,244	\$7,506 to \$9,036	\$11,001 to \$16,025	\$18,329 to \$30,683
<b>\$750,000</b>	\$8,972 to \$9,366	\$11,259 to \$13,555	\$16,501 to \$24,038	\$27,494 to \$46,024
<b>\$1,000,000</b>	\$11,963 to \$12,487	\$15,012 to \$18,073	\$22,001 to \$32,050	\$36,659 to \$61,365
<b>\$1,500,000</b>	\$17,944 to \$18,731	\$22,519 to \$27,109	\$33,002 to \$48,076	\$54,988 to \$92,048

Above includes Upfront and Trail Commissions plus GST for loans repaid P&I over 30 Years at 4% p.a. Bonuses not included.

## HOW YOUR ADVISER IS PAID

All Advisers are salaried employees so we pay them a regular pay including sick leave, super and holiday pay while they work for us and regardless of whether you use our services or not. We do not pay commissions or success fees.

In addition to salary, your Adviser like all staff, may share equally in a Happy Customer Bonus which when paid is the same amount for all employees, no matter what their role. The amount or whether a Happy Customer Bonus is paid is not affected by which of our services or loan or lender that you or any of our clients choose.

# Credit Guide

Your Adviser and all staff are prohibited from accepting any bonus, gift or incentive from any lender nor any other mortgage broker which may reasonably be expected to influence the advice or service they give you.

## FEES YOU MAY NEED TO PAY US

Our comparison and expert advice service is provided to **you obligation free and free of charge**. In providing this service, we hope you might consider our Platinum Service to arrange a Unbiased Verified loan which we provide at no extra cost to an ordinary mortgage broker, or our Gold Service to reveal third party Mortgage Contest Bidder Information. You are not obliged to do either of these things.

If you choose our Platinum Service we will do all the legwork to arrange and settle your loan; then rebate all lender payments made to Unbiased in full including Upfront and Trail Commission and any other money paid to us by the lender for your loan. In lieu of retaining lender payments, we will charge you a once off, flat rate Unbiased Advice Fee (“the UAF”) on unconditional approval of your loan. You can deduct the UAF from lender paid commission which are otherwise deposited to your loan account to avoid being out of pocket for our fee if you prefer. The UAF is calculated as 0.65% plus GST of your base loan amount. It is factored into all “Our Cost” calculations provided to you assuming you deduct it from lender paid commissions, The UAF is the same rate and amount regardless of which loan or lender you choose.

Additionally, each commission deposit to your loan account incurs a processing fee comprising of a \$5.00 processing fee which is fixed for the life of your loan plus an electronic transfer fee, which is currently 50c. The electronic transfer fee is a fee charged by the bank and may change from time to time.

If you choose to deduct fees from the commissions that we rebate to you, we will first deduct the UAF before making any payment to you. If the total lender payments made to us for your loan does not cover any outstanding fee, Unbiased will reduce our fees ensuring you are not required to pay the shortfall. You can also prepay the UAF and save 5%.

Importantly, if you would prefer to consider taking your loan directly with a third-party bidder from your mortgage contest, you can release all Mortgage Contest Bidder Information by purchasing Gold Service and save 50%. When we publish your anonymous mortgage contest, we ask bidders to reimburse you for the reduced UAF. If you purchase Gold Service then decide you would rather take up Platinum Service, we will deduct any money you have paid Unbiased from the Platinum Service UAF, do all the legwork to settle your loan and rebate lender paid commissions to your loan account.

## WE RESPECT YOUR PRIVACY

The privacy and protection of your personal information is extremely important to us.

Although we won’t ask you for unnecessary information, in order to provide the best possible service, we must collect personal information from you.

All Unbiased websites that exchange your personal information are encrypted using bank grade SSL encryption. Additionally, our websites and databases are protected by proprietary firewalls. We also have an ongoing program of testing to reduce the risk of a hacking attack.

When storing your personal financial and contest information, we do so securely on servers located in Australia. Other than your first name and email address, we do not send any of your personal information via email or any other unencrypted or insecure means. We may, from time to time, use secure, cloud based services to store and manage our newsletter, specials and promotion services which means this information may not be stored on servers located in Australia. Where this occurs, stored personal information will be limited to basic information such as your name and email address. You can opt out of any of these emails or newsletters by clicking the opt-out link at the foot of these emails.

To view our privacy policy, please visit [www.unbiased.net.au/privacy-policy](http://www.unbiased.net.au/privacy-policy).

# Credit Guide

## THE INFORMATION WE WILL ASK YOU FOR

To provide our best advice and also comply with the law, we need to make sure that any credit we assist you to obtain is not unsuitable for you. That means we will need to ask you some detailed questions to:

- ) make reasonable enquiries about your objectives and requirements;
- ) make reasonable enquiries about your financial situation;
- ) take reasonable steps to verify the details of your financial situation.

Credit will be viewed as unsuitable if it is likely that you could not afford to repay the loan or lease or repay it only with substantial hardship. It will also be viewed as unsuitable if the loan will not meet your borrowing objectives and requirements. That means it is very important that the information you provide to us is accurate and complete.

You can access all information we capture, including your preliminary assessment, loan comparisons, commission rebates and more via your secure, online dashboard, at any time up to seven years of us assisting you.

## ABOUT MORTGAGE CONTESTS

When you use Unbiased's free comparison and expert advice service, your Adviser will automatically create and launch your own open market mortgage contest [www.flongle.com.au](http://www.flongle.com.au). The idea behind combining an independent mortgage contest with an unbiased mortgage broker is to give the market the opportunity to freely bid and compete for your loan and to give you the opportunity to compare those competing bids with the best that Unbiased can offer via its lender panel. This service is unique to Unbiased.

Once your adviser has completed a fact find with you, they will automatically launch a contest for you; notify all Registered Bidders and invite a range of direct only lenders to compete. It is important to understand that your name and contact information will not be associated with your mortgage contest outside of Unbiased or released to any third party without your explicit request and consent, unless we are compelled to do so by law.

Launching your mortgage contest will securely and anonymously publish your borrowing needs on our industry web site enabling lenders and brokers ("**bidders**") to assess loan suitability and respond with products and pricing exclusively for you. Through a mortgage contest, Bidders describe their service, recommended loan/s and individually price bids ("**mortgage deals**") to win your business.

Our specially developed software ("**BURST**") automatically calculates a feature match score ("**match**") for each mortgage deal using the importance rating you assigned with your adviser to each feature in your contest. BURST also calculates the Total Individual Cost ("**TIC**") for each mortgage deal over the full term (life of the loan) and a series of early exit points starting at 3 years.

TIC is a simple "**all in cost**" expressed in dollars including fair estimates for commonly unquoted, high value fees such as mortgage insurance. TIC is calculated using a standard amortisation formula assuming your individual loan scenario, your budgeted monthly repayments (**recommended**) or minimum monthly payments, unavoidable fees and charges and capitalising/adding establishment fees and rebates directly to your loan. TIC is a more informative indicator of loan cost than headline or comparison rates. However, like all models, it does not include discretionary fees such as late payment fees, over limit fees or fixed rate break fees and TIC will differ to your actual cost as interest rates, fees and charges change over time.

Importantly, BURST does exactly the same thing for loans available from our lender panel so you can impartially compare all offers on a like for like basis. This information is published online to your own secure dashboard, so you can make these

# Credit Guide

comparisons at a time and place that works best for you and with or without your Unbiased Adviser working with you at the time. To simplify comparison, BURST assesses and sorts bids using the following default hierarchy:

- ) Match (from highest to lowest); then
- ) TIC from lowest to highest

To make things even easier, BURST includes a “Verified” filter which can be disabled to reveal all bids made for your contest.

When the Verified filter is enabled (set to “Verified”), it filters your Contest Results to hide:

- ) Any mortgage deal that does not have all features nominated as “Required” in your contest; and
- ) Any deal that has not been verified by either Unbiased or a bidder.

Although results are ranked in simple summary form, you can also view the detailed information behind each mortgage deal. This ranges from fees quoted by the bidder and used by BURST to calculate TIC, through to traffic lights for matched or mismatched features as well as repayments, fees and so on.

## LENDER AND MORTGAGE BROKER PARTICIPATION

All lenders and mortgage brokers are free to bid once they are verified at flongle.com.au. There are no fees or charges levied against any lender or mortgage broker by Unbiased or any of its associates. This means the most competitive, “fair go” bidders are able to compete on a level playing field against even the biggest banks by simply investing a few minutes considering your needs and entering their deal at the mortgage contest website. However, things that may prevent some lenders and mortgage brokers from bidding include:

- ) No access to the internet;
- ) A reluctance to offer genuinely competitive mortgage deals;
- ) A lack of interest in winning your business;
- ) An unwillingness to subject their deal to independent, professional scrutiny;
- ) Inadequate insurance, dispute resolution or credit licence;
- ) A history of questionable conduct;
- ) The lack of solutions that are appropriate and not unsuitable for your situation;
- ) A lack of awareness of the existence of flongle’s mortgage contest platform.

Consequently, we cannot guarantee that all Lenders and Mortgage Brokers will participate in your mortgage contest to win your business. Our independent service is available for them to use free of charge however they are not obliged to participate if they choose not to.

# Credit Guide

## BIDDER PRODUCT INFORMATION

Each bidder must agree to the mortgage contest's Bidder Member Terms and Conditions which, amongst other things, requires them to be suitably qualified, insured and licensed. Bidders are also required to be professional, honest and forthright in any information provided or confirmed by them in a mortgage contest and any information and dealings they have with you, our Customer. If you have a specific complaint regarding the conduct of any bidder, please contact us in accordance with the Feedback and dispute resolution section below.

It is important for you to understand that TICs calculated by BURST use a standard finance formula incorporating individual fee, charge, and rate and rebate data provided by or confirmed by the individual Bidder. This and all other mortgage deal specific information which we make available to you is provided and confirmed by the individual Bidder.

Should you decide to apply for any credit whether you found the provider by using BURST or other means, we encourage you to carefully read the Terms and Conditions for that credit product. If you have questions or you are uncertain about the products, their suitability for your needs or their terms and conditions, we recommend that you obtain independent mortgage advice from a professional adviser.

Although all lenders and mortgage brokers are free to bid on your mortgage contest, some may not for the reasons outlined in the Lender and Mortgage Broker Participation section on page 6 of this Credit Guide. Accordingly, Unbiased may not cover every product available or suitable to you. You should always carefully consider whether the products listed in your Contest Results are appropriate for your needs.

## FEEDBACK AND DISPUTE RESOLUTION

We welcome your feedback on the information and service we provide and we encourage you to submit your views via our website.

We hope you'll be happy with our service, however if you do have any problems or concerns please contact us directly at [compliance@flongle.com.au](mailto:compliance@flongle.com.au) or by phone on **1300 27 93 81**.

If you're not satisfied with our response, you may refer your complaint to the Financial Ombudsman Service Limited ("FOS"), of which Unbiased is a member, Membership Number 336983.

The Financial Ombudsman Service can be contacted by:

Telephone: 1300 780 808  
 Fax: 03 9613 6399  
 Post: GPO Box 3, Melbourne VIC 3001  
 Email: [info@fos.org.au](mailto:info@fos.org.au)  
 Web: [www.fos.org](http://www.fos.org).

We recommend you take independent taxation and financial advice before making a loan application or purchasing property.

Unbiased Mortgage Advisers ABN: 81 606 361 200 is an authorised Credit Representative of ZIPPLER PTY LTD, ABN 55 604 626 511, an Australian Credit Licensee (no. 484655). Both Unbiased and Zippler are wholly owned subsidiaries of Flongle Pty Limited.

**flongle®**

