

B I G S K Y

banking where members benefit

Big Sky Credit Union Credit Guide

Version number: 1.0

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More information on borrowing from us

For general information about borrowing (including loans calculators to help you understand the effect of interest rates and fees and different loan options) go to our website at: www.bigsky.net.au

Big Sky Credit Union Ltd ABN 51 087 651 358 AFSL/ACL 240735

Introduction

Big Sky Credit Union has an Australian Credit Licence authorising us to provide credit.

This Credit Guide provides you with an understanding of what to expect from us when we provide credit to you. The Guide includes information about some of our obligations under the National Consumer Credit Protection Act 2009 (the National Credit Act).

You may also receive other documents when we provide services or credit to you.

Borrowing money from us

Big Sky Credit Union provides loans to its members only.

Under the National Credit Act we are prohibited from providing you with credit under a credit contract if the contract will be unsuitable for you.

Similarly, we are prohibited from increasing the limit of an existing credit contract, if the new limit will be unsuitable for you.

A credit contract, or credit limit increase is unsuitable for you if at the time the contract is entered or limit increased it is likely that:

- you will be unable to comply with your financial obligations under the contract, or could only comply with substantial hardship at that time, or
- the contract or increase does not meet your requirements and objectives at that time.

Our obligation to make a credit assessment

Before providing you with credit, we must make a preliminary assessment as to whether the contract or increase in limit will be unsuitable for you. In order to make this assessment we must:

- make reasonable inquiries about your requirements and objectives in relation to the credit contract, and
- make reasonable inquiries about your financial situation, and
- take reasonable steps to verify your financial situation.

Obtaining this information helps us get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transaction associated with the proposed credit contract.

The extent of the inquiries we undertake will depend on the circumstances.

Your right to receive a copy of the credit assessment

You have the right to request a copy of our assessment of your suitability.

You may request a copy of the credit assessment up to 7 years after the day on which the credit contract is entered or the credit limit is increased.

Note – you are only entitled to receive a copy of your assessment if your loan is approved or credit limit increased.

You have other rights to access personal information we collect about you under the provisions of the Privacy Act 1988 (Cth). Please refer to our Big Sky Privacy Policy which is available at any of our Service Centres or website at www.bigsky.net.au.

Dispute Resolution Procedures

Big Sky Credit Union has an internal dispute resolution process and is also a member of an independent external dispute resolution scheme. The dispute resolution system covers complaints by persons to whom we provide credit.

Our internal system can be accessed via our website at www.bigsky.net.au, by calling 1300 654 321, or by visiting your nearest Big Sky Service Centre.

In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of the complaint, the complaint may be referred for external resolution to the Financial Ombudsman Service Limited who can be contacted at GPO Box 3, Melbourne Vic 3001, on 1300 78 0808, or by visiting the website at www.fos.org.au.

Financial Ombudsman Service Limited can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us. This service is available at no cost to you.

Our external dispute resolution scheme cannot deal with your dispute unless you have attempted to resolve the problem with us first.

Updating this Credit Guide

All details are current as the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide if there are any material changes adverse to borrowers.

Visit us at:**Melbourne**

Level 7
607 Bourke Street
Melbourne, Vic, 3000

Brisbane

Tingara Street
Pinkenba, Qld, 4008

Eagle Farm

562 Curtin Avenue East
Eagle Farm, Qld, 4009

Elizabeth

180 Philip Highway
Elizabeth SA, 5112

Hedland

Shop 26
South Hedland Shopping Centre
Throssell Road
South Hedland, Vic, 6722

Kwinana

Mason Road
Kwinana, WA, 6722

Moranbah

Shop 6
Moranbah Shopping Centre
St Francis Drive
Moranbah, Qld, 4744

Newman

Shop 17
Boulevard Shopping Centre
Market Place
Newman, WA 6753

Noble Park

550 Princes Highway
Noble Park, Vic, 3174

Port Melbourne

241 Salmon Street
Port Melbourne, Vic, 3207
(Holden Employees only)

Roxby Downs

Shop 3, 14 Tutop Street
Roxby Downs, SA, 5725

Westernport

BHP Coated Steel
Bayview Road
Hastings, Vic, 3915

**For further information
go to www.bigsky.net.au
Phone: 1300 654 321**

Big Sky Credit Union Ltd
ABN 51 087 651 358 AFSL/ACL 240735 BSB 803-228
Web: www.bigsky.net.au Email: bigsky@bigsky.net.au

If you do not wish to receive any further communication regarding our products and services, please contact Big Sky.



Credit Union and
Building Society group