



# FINANCIAL SERVICES GUIDE

## NEO FINANCIAL SOLUTIONS PTY LTD

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AFSL 385845

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**THE ONE** for financial solutions

# Financial Services Guide: Part One



**This document is Part One of a Financial Services Guide and must be read in conjunction with Part Two.**

This Financial Services Guide (**FSG**) is issued with the authority of NEO Financial Solutions Pty Ltd (**NEOFS**). This FSG is designed to assist you in determining whether to use any of the services offered by NEOFS or its Authorised Representatives. This guide is only complete when you also have Part Two - "Authorised Representative Profile".

## **This FSG contains information about:**

- NEOFS, who as the Licensee is responsible for the financial service;
- Your financial adviser;
- The financial planning services and products your financial adviser can provide;
- How NEOFS, your financial adviser and other related parties are paid for the financial planning services provided to you;
- Any associations or relationships that could create potential conflicts of interest; and
- Details of who to contact should you have a complaint.

## **Who Is NEO Financial Solutions?**

**NEOFS** holds an Australian Financial Services Licence No.385845 (**AFSL**) issued by the Australian Securities and Investment Commission (**ASIC**). NEOFS conducts business through a network of financial advisers who are appointed as Authorised Representatives under NEOFS's AFSL. Where NEOFS has appointed a corporate entity as an Authorised Representative, employees of that company who give advice will also be authorised by NEOFS. NEOFS is responsible for the advice and conduct of your NEO financial adviser. We are not responsible for any unauthorised services that they may offer (to the full extent permitted by law), so please check the services your adviser offers in FSG Part Two.

## **Authorised Representative Profile – Part Two**



Your financial adviser will be the Authorised Representative listed in Part Two of this FSG.

This FSG must be read in conjunction with the Authorised Representative Profile as it forms part of this FSG. It provides detailed information about your financial adviser such as their contact details, referral sources and the types of financial products and services they are authorised to advise/deal in. Please retain both Part One and Part Two of the FSG for your reference and any future dealings with NEOFS and your financial adviser.

## **What Other Documents Might You Receive?**

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product:

### **Statement of Advice (SoA)**

All initial personal advice provided to you will be outlined in an SoA. The SoA will contain personal advice, the basis on which it is given, details of fees, commissions and information on relevant associations. The SoA is used for initial advice and where further advice is provided that involves a significant change to your relevant personal circumstances.

### **Record of Advice (RoA)**

Where further advice is provided to you in reference to previous advice (SoA) and there have been no significant changes to your relevant personal circumstances, your adviser will provide you with a RoA. There are no limitations in relation to time or how you make your requests for a copy of the RoA.

### **Product Disclosure Statement (PDS)**

You will receive a PDS if your adviser has provided advice for you to acquire a financial product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

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## What Financial Services and Products Are Available?

NEOFS is licensed to advise on and deal in the following classes of financial products to both retail and wholesale clients;

- Life & Disability Insurance
- Superannuation & Self-Managed Superannuation
- Pre-Retirement & Retirement Planning
- Social Security / Centrelink
- Investment & Wealth Creation
- Estate Planning
- Cash Budgeting & Cash-flow management
- Deposit & Payment Products
- Government Debentures, Stocks & Bonds
- Securities
- Debt & Liability Management
- Salary Packaging
- Gearing

## How Can You Give Us Instructions?

You may specify how you would like to give us instructions. You can give us instructions or information verbally or in writing. In some situations, we will require your instructions to be in writing. We will advise you what information we need or what documentation we need you to complete and sign.

## What Information Should You Provide to Receive Personal Advice?

Your adviser must act in your “Best Interests”. To assist your adviser in acting in your best interests, as well as helping us to advise you in an appropriate manner and protecting you throughout our relationship, we request you;

- Supply accurate information about your personal circumstances, needs and objectives;
- Update your adviser on any changes to this information;
- Do not make any payments for investments, contracts or fees “made payable” to your adviser;
- Never sign blank forms.
- Never sign any form or agree to any recommendation without fully understanding what you are signing or agreeing to.

You have the right to withhold personal information, but this may have an impact on the appropriateness of the advice you receive. You should read any warnings contained in any advice document (whether SoA or RoA) carefully before making any decision relating to a recommended financial strategy and/or product. Your adviser will request you sign an acknowledgement if you do not wish to provide complete information or if they believe that the information is not accurate.

## How Do You Pay for NEOFS Advice and Services?

### All Fees Are Payable to NEOFS

NEOFS and your financial adviser can be paid by fees for superannuation and investment products (for both initial and ongoing advice) or commissions for retail insurance products, or a combination of both. Your financial adviser will discuss and agree both the rate and method of payment with you before any financial services are provided. Where you receive personal advice, your SoA will detail all remuneration and other benefits associated with the advice.

All fees and commissions disclosed in the SoA are payable to NEOFS. NEOFS may retain up to 30% and forward the balance to your financial adviser. For example, if NEOFS receives \$100, NEOFS will retain up to \$30 and pay a minimum of \$70 to your financial adviser.

### Initial and Ongoing Fees

Fees may be either a Fixed Rate Fee, based on an Hourly Rate or a combination of both and will reflect the complexity of your personal situation, and the time and effort in the work done for you. Fees for ongoing advice may also be based on a Flat Fee or an Asset Scale Fee. These will be outlined in FSG Part 2 and if advice is provided it will be disclosed in your Statement of Advice (SoA).

### Retail Insurance Product Commissions

NEOFS may be paid initial and ongoing commissions by retail insurance product issuers where you acquire any of the recommended retail insurance products recommended. Commissions will vary depending on the circumstances. However, they may be up to 77% initial/22% ongoing or 33% level ongoing of the premium for retail life insurance products. For example, for a commission on an insurance premium of \$1,000 is up to \$770 upfront and up to \$220 each year thereafter.

### Referral Fees

If a third party referred you to us, and you consent, we may forward referral payments or commissions to the third party. These amounts do not involve additional costs and will be disclosed in your SoA. All fees and commissions are subject to GST.

## What Information Is Maintained in Your File, Can You Examine the Client File and Who May Access It?

Your financial adviser will maintain a record of your personal information including details of your objectives, financial situation and any recommendations made to you. If you wish to examine your file, please ask your financial adviser and they will arrange for you to do so.

Your adviser must provide you with a copy of our Privacy Policy. If you require an additional copy please ask or, download a copy from NEOFS's website at [www.neofs.com.au](http://www.neofs.com.au).

## Does NEOFS Have Any Relationships or Associations with Financial Product Issuers?

NEOFS has commercial relationships with several of Australia's leading life risk and wealth management product providers. These companies may engage with NEOFS in partnership arrangements. NEOFS may also be entitled to receive volume rebates from product providers based on total amounts invested in their products or platforms.

All new volume rebates and product overrides are banned, unless the arrangement is already in existence. NEOFS has both existing and partnership arrangements with the following product providers: CFS, BT, AMP, Asgard, Netwealth.

Some product providers may also give NEOFS or your financial adviser non-commission benefits such as entertainment or sponsorship up to a maximum value of \$300 per annum. Both NEOFS and your financial adviser maintain a Register to document any alternative forms of payment received. These registers are publicly available and must be provided within 7 days after request.

## Compensation Arrangements

NEOFS has in place Professional Indemnity (PI) Insurance cover in accordance with s. 912B of the Corporations Act 2001. Our PI insurance, subject to terms and conditions, provides indemnity up to our sum insured for NEOFS, our Authorised Representatives and employees in respect to the services provided under our AFS Licence.



## What Should You Do If You Have a Complaint?

If you have a complaint about the services provided to you, please take the following steps:

1. Contact your financial adviser and advise him or her of the details surrounding your complaint.
2. If your complaint is not satisfactorily resolved within 3 working days of contacting your financial adviser, please contact the NEOFS Complaints Officer by telephone or in writing to the below listed contact details. NEOFS will try to resolve your complaint quickly and fairly. (08) 9227 1472 or [compliance@neofs.com.au](mailto:compliance@neofs.com.au)
3. If you do not get a satisfactory outcome, you have the right to take your complaint to the Australian Financial Complaints Authority (AFCA), GPO Box 3, Melbourne Vic 3001. Free Telephone call 1800 931 678 or Email [info@afca.org.au](mailto:info@afca.org.au). NEOFS is a member of this Service.

## Financial Services Guide: Part Two



**This document is Part Two of a Financial Services Guide & must be read in conjunction with Part One.**

This Financial Services Guide (FSG) contains important information about:

- Your Authorised Representative/s;
- The Financial Products and Services provided by your Authorised Representative;
- How your Authorised Representative charges for their services; and
- How NEO Financial Solutions Pty Ltd (the Licensee, 'NEOFS' AFSL 385845) and its Authorised Representatives are paid.

## Authorised Representatives Profile



### Corporate Authorised Representative Profile

<b>Authorised Representative Name</b>	Acclaim Wealth Solutions Pty Ltd
<b>Authorised Representative ASIC Number</b>	70 144 653 994
<b>Trading Name</b>	Acclaim Wealth Solutions Pty Ltd
<b>Business Address</b>	215/396 Scarborough Beach Road OSBORNE PARK WA 6017
<b>Postal Address</b>	PO BOX 1588 OSBORNE PARK DC WA 6916
<b>Telephone</b>	08 9468 8006
<b>Mobile</b>	0438 753 576
<b>Email</b>	<a href="mailto:andre@acfin.com.au">andre@acfin.com.au</a>
<b>Website</b>	<a href="http://www.acfin.com.au">www.acfin.com.au</a>

*Acclaim Wealth Solutions Pty Ltd is a Corporate Authorised Representative of NEO Financial Solutions Pty Ltd.*

### Authorised Representative Profile

<b>Authorised Representative Name</b>	Andre Burress
<b>Authorised Representative ASIC Number</b>	285254
<b>Mobile</b>	0438 753 576
<b>Email</b>	<a href="mailto:andre@acfin.com.au">andre@acfin.com.au</a>

*Andre Burress is an Authorised Representative of NEO Financial Solutions Pty Ltd and a Sub Authorised Representative of Acclaim Wealth Solutions Pty Ltd.*

### Authorised Representative Background

Advanced Diploma of Financial Planning 2016  
 Diploma of Financial Services (Financial Planning) 2010  
 Financial Planner since 2010  
 Mortgage Broker since 2002

## Financial Products Authorisation



The Authorised Representative named in this FSG has been authorised by NEOFS to provide advice and deal in the following financial products:

✓ Deposit & Payment Products	✓ Managed Investments
✓ Government Debentures, Stocks & Bonds	✓ Securities
✓ Life Products – Life Risk Insurance Products	✓ Self-Managed Superannuation Funds
✓ Life Products – Investment Life Insurance Products	✓ Standard Margin Lending Facilities
✓ Superannuation, RSA's & Retirement Income Stream Products	

The Authorised Representative named in this FSG cannot advise or deal in the following financial products:

✗ Managed Discretionary Accounts	✗ Derivatives
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## How We Get Paid



NEOFS receives all remuneration for services provided by your Authorised Representative. NEOFS then pays Acclaim Wealth Solutions Pty Ltd 100% of all remuneration received. From this Acclaim Wealth Solutions Pty Ltd pays Andre Burruss a salary, share of profits and/or bonuses.

Following is a guide as to how commissions and/or fees may be charged. If you choose to receive personal advice, the Statement of Advice you receive will detail the specific payments in relation to the products recommended.

## What Are the Costs



### All Fees Are Inclusive of GST.

Your Authorised Representative may provide you with an initial meeting for which there is no charge. Further meetings including the preparation, implementation and ongoing advice will be charged by one or a combination of methods as outlined below. You may elect to be invoiced directly for these fees to be paid to NEOFS or you may elect to have these fees deducted from your investments. An estimated cost of services will be provided to you before commencing any work.

Initial Appointment			
We will collect information from you at this meeting and provide you with general advice only at this meeting. The costs in providing comprehensive advice services will be quoted to you at this meeting. To receive comprehensive advice, you will need to have a Statement of advice prepared.		No Charge	
Fee for Service Hourly Rate			
We may charge an hourly rate for the services we provide.		\$370 / Hour	
Statement of Advice Preparation Fees		From (Min)	To (Max)
Advice fees are charged based on the complexity of the advice provided. <i>Please note the SOA preparation fees still apply where you decide not to implement our advice.</i>		\$925	\$15,000
Implementation of Advice (Non-Insurance) (1 <sup>st</sup> Year Only)		From (Min)	To (Max)
<b>Implementation Fee: Flat Fee</b> Investment of superannuation and non-superannuation funds		\$1,100	\$7,500
Life Insurance Commission – New Policies (1 <sup>st</sup> Year Only)		From (Min)	To (Max)
This commission is payable by the insurance company and is a percentage of the insurer's base premium i.e. premium excluding stamp duty, fire services levy, GST, modal loadings or any other government charges, taxes, fees or levies. <u>Example:</u> if the annual premium was \$1,000 NEOFS would receive up to \$660 in the first year based on the maximum.		0%	66%
Ongoing Advice Fee (Non-Insurance)		From (Min)	To (Max)
<b>Ongoing Advice: Flat Fee</b> Ongoing Advice fees will be determined by the complexity and requirements of the recommended strategy.		\$885	\$10,000
Ongoing Life Insurance Commission – New Policies (Year 2 Onwards)		From (Min)	To (Max)
NEOFS may also receive a renewal commission from the insurance company each year while your policy is in force. This is a percentage of the base annual premium you pay. <u>Example:</u> if you're annual premium is \$1,000 NEOFS would receive up to \$220 per annum based on maximum.		0%	33%

FSG Issued by: **NEO Financial Solutions Pty Ltd**  
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# PRIVACY POLICY

# NEO FINANCIAL SOLUTIONS

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Ground Floor, 30 Summers Street, East Perth WA 6004  
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[www.neofs.com.au](http://www.neofs.com.au)



# Privacy Policy

This policy applies to Australian Financial Services Licensee NEO Financial Solutions Pty Ltd (**NEOFS**), and all our Authorised Representatives. This policy sets out how NEOFS collect and manage personal information we collect from you. The Privacy Act 1988 requires us to handle personal information in accordance with the Australian Privacy Principles.

## Collection of Information – What Is Collected and Why We Collect It?

Personal information means information, or an opinion about, an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. When NEOFS provides you with financial services, we may be required by Corporations Act 2001, Anti-Money Laundering and Counter Terrorism Financing Act 2006 and regulatory requirements to seek to obtain certain personal information about you, including, but not limited to:

- Your name, date of birth, TFN and contact details.
- Information regarding dependents and family commitments.
- Your occupation, employment history, employment circumstances, details family commitments and social security eligibility.
- Your financial needs and objectives.
- Your assets and liabilities (current and future), income and expenses.
- Your superannuation and insurance details.
- Your investment preferences, attitude or tolerance to investment and financial risk.

## Sensitive Information

NEOFS may need to collect sensitive information if we organise insurance covers for you. Sensitive information includes health, race, genetic, etc.

We will only collect sensitive information that is reasonably necessary for us to perform our functions or activities in advising you and dealing with you.

## How We Collect Personal Information?

We collect personal and sensitive information in several ways, including:

- Directly from you, such as when you provide the information at meetings, by phone, email, in data collection forms and when you visit our websites.
- Indirectly from fund managers, superannuation funds, life insurance companies and other product issuers once you have authorised us to obtain such information or authorised other parties to provide us with this information.

## Are You Obligated to Provide Us Personal Information?

You are not required to provide us the information that we request, or to allow us to collect information from third parties. However, where you choose not to provide us with the information we request, we may not be able to provide you with services that you have requested from us, and we may elect to terminate our arrangement with you. Importantly, if you provide either inaccurate or incomplete information to us, you risk obtaining products or services that may not be appropriate or suitable for your needs and may risk suffering a financial detriment or loss.

## What Happens If We Obtain Information About You Which We Have Not Solicited?

Where we receive unsolicited personal information about you, we will consider if we could have collected the information if we had solicited the information. Where we determine that we could have collected the personal information from you, we will treat your personal information in the same manner as if we have solicited the information directly from you. Where we determine that we could not have collected the personal information, we will destroy the information or ensure that the information is de-identified as soon as practicable.

## How We Use Your Information

We use your personal information for the primary purpose for which the information was obtained. As an AFS Licensee, that will typically mean for the purpose of:

- Providing financial services to you.
- Implementing investment or risk management recommendations on your behalf.

We may also use the information for the secondary purpose of attempting to identify other products and services that may be of interest to you. We may also disclose your personal information to external associates and service providers who assist us to market our products and services.

If, at any time, you do not wish to receive this information, you may contact us with this request.





## When We Disclose Your Personal Information

We may disclose your personal information to the organisations described below.

- Our Authorised Representatives.
- The product issuers of products and services that you have elected to acquire, vary or dispose of using our assistance.
- Our external service providers.
- Your professional advisers as authorised by you.
- Our regulators.

For example, information may be disclosed to the following parties:

- Product issuers for the purpose of giving effect to the recommendations made by us, and other organisations who support the products and services we offer.
- Other parties involved in the administration of your financial products or insurance cover (e.g. custodians, credit reporting bodies, actuaries, call centres, mail houses, product registries, any persons who propose to guarantee (or have guaranteed) repayment of any credit provided to you, claims assessors etc).
- Other professional advisers, including your solicitor or accountant as authorised by you.
- Our external service providers (e.g. IT providers, professional advisers and contractors).
- Government and regulatory authorities and other organisations, as required or authorised by law.
- Any person considering acquiring, or acquiring, an interest in our business.

## Government Related Identifiers

Although in certain circumstances we are required to collect government identifiers such as your tax file number, Medicare number or pension card number, we do not use or disclose this information other than when required, authorised by law or unless you have voluntarily consented to disclose this information to any third party.

## Cross-Border Disclosure of Personal Information

We may transfer personal information to related bodies corporate or external service providers in locations outside Australia (including, but not limited to, the United States, Taiwan, Singapore, Finland, Belgium & Ireland) in the course of storing that information and when using or disclosing it for one of the purposes referred to above. When transferring personal information to foreign jurisdictions, we take reasonable steps to ensure the overseas recipient does not breach the Australian Privacy Principles in relation to the information.

## How We Store and Secure Your Personal Information

We keep your personal information in your client file and our computer database. We take reasonable steps to ensure the personal information collected and held by us is protected from misuse, interference, loss, unauthorised access, and modification or disclosure. Hard copy files are accessible to authorised personnel only and are appropriately secured. All computer-based information is protected using access passwords. Data is backed up regularly and stored securely off-site.

In the event you cease to be a client of ours, any personal information which we hold about you will be maintained for a minimum period of 7 years in order to comply with legislative and professional requirements. After this, the information will be destroyed.

## Ensuring Your Personal Information is Correct

We will take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and relevant. If you become aware, or believe, that any personal information which we hold about you is inaccurate or incomplete, you may contact us to correct the information.

If we disagree about the correction you have supplied, and refuse to correct the personal information, or if we believe that we are unable to comply with your request to access the personal information that you have provided us, we will give you a written notice to that effect. You have a right to make a complaint if you disagree with our decisions in relation to these matters (see below).

## Access to Your Personal Information

You may request access to the personal information we hold about you by contacting our Privacy Officer at [compliance@neofs.com.au](mailto:compliance@neofs.com.au) with your request stating your advisers name and the information you require. We will respond within a reasonable period after the request is made. Where we provide you access to such information, we may charge a reasonable fee to cover our costs. We will disclose the amount of such costs to you prior to providing you with the information.

## Dealing with Us Anonymously

You can deal with us anonymously, or using a pseudonym, where it is lawful and practicable to do so. For example, if you telephone NEOFS requesting our postal address.



## Our Website

When you visit our website, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our website and to improve our website.

### Cookies

We use cookies on our website. Cookies are small data files that are downloaded from our website and stored on your computer when you visit our website. Cookies are used to allow us to see which pages and what information is of most interest to visitors to our website, which in turn enables us to improve our offerings to our customers. Your computer's web browser will allow you to configure your computer to refuse to accept cookies. You can also delete cookies from your computer's hard drive at any time. However, please note that doing so may negatively impact your experience on our website.

### Third Party Sites

Our website has links to other websites that are not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites, except as required by law. Use of link to third party websites is entirely at your own risk.

## Complaints Resolutions

If you believe that we have breached the Australian Privacy Principles or disagree with a decision that we have made in relation to our Privacy Policy, you may lodge a complaint with us. To enable us to understand and deal with your complaint in a timely fashion, you should set out a brief description of your privacy problem, the reason for your complaint and what action or remedy you are seeking from us. Please address your complaint to our Privacy Officer. Our contact details are included below.


Your complaint will be investigated and responded to within 30 days. If you are not satisfied with the outcome of your complaint, or require further information on privacy, you are entitled to contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).


## Policy Updates

This policy is subject to change from time to time. The most current version of our Privacy Policy can be obtained from our website ([www.neofs.com.au](http://www.neofs.com.au)) or by contacting us.

## Contact Details

**Privacy Officer: Mark Edman**

 **Ground Floor, 30 Summers Street, East Perth WA 6004**

 **(08) 9227 1472**

 [compliance@neofs.com.au](mailto:compliance@neofs.com.au)

 [www.neofs.com.au](http://www.neofs.com.au)

# Privacy Policy

## Respecting your privacy

We respect your personal information, and this Privacy Policy explains how we handle it. The policy covers Vertex Management Pty Ltd t/a Acclaim Mortgage & Finance.

This Policy also includes our credit reporting policy, that is, it covers additional information on how we manage your personal information collected in connection with a credit application, or a credit facility. We refer to this credit-related information below as **credit information**.

If you are in a country that is a member of the European Economic Area (EEA), the EU General Data Protection Regulation 2016/679 ('**GDPR**') governs the way we collect, use, hold, process and disclose your personal information. Under the GDPR, we are a data controller. We make decisions on how and why your personal information is processed.

## What personal information do we collect and hold?

### General information

The types of information that we collect and hold about you could include:

- ID information such as your name, postal or email address, telephone numbers, and date of birth;
- other contact details such as social media handles;
- financial details such as your tax file number; and
- other information we think is necessary.

### When the law authorises or requires us to collect information

We may collect information about you because we are required or authorised by law to collect it. There are laws which require us to collect personal information. For example, we require personal information to verify your identity under Australian Anti-Money Laundering law.

### What do we collect via your website activity?

If you're an internet customer of ours, we monitor your use of internet services to ensure we can verify you and can receive information from us, and to identify ways we can improve our services for you.

If you start but don't submit an on-line application, we can contact you using any of the contact details you've supplied to offer help completing it. The information in applications will be kept temporarily then destroyed if the application is not completed.

We also know that some customers like to engage with us through social media channels. We may collect information about you when you interact with us through these channels. However, for all confidential matters, we'll ensure we interact with you via a secure forum.

To improve our services and products, we sometimes collect de-identified information from web users. That information could include IP addresses or geographical information to ensure your use of our web applications is secure.

# How do we collect your personal information?

## How we collect and hold your information

Unless it's unreasonable or impracticable, we will try to collect personal information directly from you (referred to as '**solicited information**'). For this reason, it's important that you help us to do this and keep your contact details up-to-date.

There are a number of ways in which we may seek information from you. We might collect your information when you fill out a form with us, when you've given us a call or used our website. We also find using electronic means, such as email or SMS, a convenient way to communicate with you and to verify your details<sup>1</sup>.

## How we collect your information from other sources

Sometimes, we will collect information about you from other sources as the Privacy Act 1988 permits. We will do this only if it's reasonably necessary to do so, for example, where:

- we collect information from third parties about the loan or lease made available to you arising out of the services we provide you;
- we can't get hold of you and we rely on public information (for example, from public registers or social media) or made available by third parties) to update your contact details; or
- we exchange information with your legal or financial advisers or other representatives.

## What if you don't want to provide us with your personal information?

If you don't provide your information to us, it may not be possible:

- for us to give you the credit assistance you seek from us;
- to assist in finding a loan or lease relevant to your circumstances;
- verify your identity or protect against fraud; or
- to let you know about other products or services that might be suitable for your financial needs.

## How we collect and hold your credit information

We will collect your credit information in the course of you answering the enquiries we make of you relating to the credit assistance you seek from us. In addition to what we say above about collecting information from other sources, other main sources for collecting credit information are:

- your co-loan applicants or co-borrowers;
- your guarantors/proposed guarantors;
- your employer, accountant, real estate agent or other referees;
- your agents and other representatives like the person who referred your business to us, your solicitors, conveyancers and settlement agents;
- organisations that help us to process credit applications;
- organisations that check the security you are offering such as valuers;
- bodies that issue identification documents to help us check your identity; and
- our service providers involved in helping us to process any application you make for credit through us.

## What do we do when we get information we didn't ask for?

Sometimes, people share information with us we haven't sought out (referred to as '**unsolicited information**'). Where we receive unsolicited personal information about you, we will check whether that information is reasonably necessary for our functions or activities. If it is, we'll handle this information the same way we do with other information we seek from you. If not, we'll ensure we do the right thing and destroy or de-identify it.

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<sup>1</sup> However we'll never ask you for your security details in this way – if you are ever unsure, just contact us

## When will we notify you that we have received your information?

When we receive personal information from you directly, we'll take reasonable steps to notify you how and why we collected your information, who we may disclose it to and outline how you can access it, seek correction of it or make a complaint.

Sometimes we collect your personal information from third parties. You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

## How do we take care of your personal information?

We store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- document storage security policies;
- security measures for access to our systems; and
- only giving access to personal information to a person who is verified to be able to receive that information

We may store personal information physically or electronically with third party data storage providers. Where we do this, we use contractual arrangements to ensure those providers take appropriate measures to protect that information and restrict the uses to which they can put that information.

## What happens when we no longer need your information?

We'll only keep your information for as long as we require it for our purposes. We may be required to keep some of your information for certain periods of time under law. When we no longer require your information, we'll ensure that your information is destroyed or de-identified.

# How we use your personal information

## What are the main reasons we collect, hold and use your information?

Collecting your personal information allows us to provide you with the products and services you've asked for. This means we can use your information to:

- give you credit assistance;
- give you information about loan products or related services including help, guidance and advice;
- consider whether you are eligible for a loan or lease or any related service you requested including identifying or verifying you or your authority to act on behalf of a customer;
- assist you to prepare an application for a lease or a loan;
- administer services we provide, for example, to answer requests or deal with complaints; and
- administer payments we receive, or any payments we make, relating to your loan or lease.

## Can we use your information for marketing our products and services?

We may use or disclose your personal information to let you know about other products or services we or a third party make available and that may be of interest to you.

We will always let you know that you can opt out from receiving marketing offers.

With your consent, we may disclose your personal information to third parties for the purpose of connecting you with other businesses or customers. You can ask us not to do this at any time. We won't sell your personal information to any organisation.

## **Yes, You Can Opt-Out**

You can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

## **What are the other ways we use your information?**

We've just told you some of the main reasons why we collect your information, so here's some more insight into the ways we use your personal information including:

- telling you about other products or services we make available and that may be of interest to you, unless you tell us not to;
- identifying opportunities to improve our service to you and improving our service to you;
- allowing us to run our business efficiently and perform general administrative tasks;
- preventing any fraud or crime or any suspected fraud or crime;
- as required by law, regulation or codes binding us; and
- any purpose to which you have consented.

## **What are the grounds which we will deal with your personal information under the GDPR?**

Under the GDPR, we must have a legal ground in order to process your personal information. The legal grounds that we may rely on are:

- Performance of our contract with you;
- Compliance with a legal obligation;
- Where you have provided your consent; and
- For our legitimate interests: our main legitimate interests for processing your personal information are: fraud, security, due diligence, business operations and direct marketing.

## **How long do you keep your information?**

We are required to keep some of your information for certain periods of time under law, such as the Corporations Act, the Anti-Money Laundering & Counter-Terrorism Financing Act, and the Financial Transaction Reports Act for example.

We are required to keep your information for 7 years from the closure of accounts, or otherwise as required for our business operations or by applicable laws.

We may need to retain certain personal information after we cease providing you with products or services to enforce our terms, for fraud prevention, to identify, issue or resolve legal claims and/or for proper record keeping.

## **Who do we share your personal information with?**

**To make sure we can meet your specific needs and for the purposes described in 'How we use your personal information', we sometimes need to share your personal information with others.** We may share your information with other organisations for any purposes for which we use your information.

### **Sharing Your Information**

We may use and share your information with other organisations for any purpose described above.



#### Sharing with your representatives and referees

We may share your information with:

- your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants or real estate agents); and
- your referees, like your employer, to confirm details about you.

#### Sharing with third parties

We may share your information with third parties in relation to services we provide to you. Those third parties may include:

- the mortgage aggregator through whom we may submit loan or lease applications to lenders or lessors on the mortgage aggregator's panel;
- the Australian Credit Licence holder that authorises us to engage in credit activities;
- referrers that referred your business to us;
- valuers;
- lenders, lessors, lender's mortgage insurers and other loan or lease intermediaries;
- organisations, like fraud reporting agencies, that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other misconduct;
- government or regulatory bodies (including ASIC and the Australian Taxation Office) as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities;
- guarantors and prospective guarantors of your loan or lease;
- service providers, agents, contractors and advisers that assist us to conduct our business for purposes including, without limitation, storing or analysing information;
- any organisation that wishes to take an interest in our business or assets; and
- any third party to which you consent to us sharing your information.

#### Sharing outside of Australia

We may use overseas organisations to help conduct our business. As a result, we may need to share some of your information (including credit information) with such organisations outside Australia. The countries in which those organisations are located are:

- Philippines
- Serbia

We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

Where we transfer your information from the EEA' to a recipient outside the EEA we will ensure that an adequate level of protection is in place to protect your personal information such as putting in place contractual protections to ensure the security of your information.

## **How do you access your personal information?**

### **How you can generally access your information**

We'll always give you access to your personal information unless there are certain legal reasons why we can't. You can ask us in writing to access your personal information that we hold. In some cases we may be able to deal with your request over the phone.

We will give you access to your information in the form you want it where it's reasonable and practical. We may charge you a small fee to cover our costs when giving you access, but we'll always check with you first.

We're not always required to give you access to your personal information. Some of the situations where we don't have to give you access include when:

- we believe there is a threat to life or public safety;
- there is an unreasonable impact on other individuals;
- the request is frivolous;
- the information wouldn't be ordinarily accessible because of legal proceedings;
- it would prejudice negotiations with you;
- it would be unlawful;
- it would jeopardise taking action against serious misconduct by you;
- it would be likely to harm the activities of an enforcement body (e.g. the police); or
- it would harm the confidentiality of our commercial information.

If we can't provide your information in the way you've requested, we will tell you why in writing. If you have concerns, you can complain. See 'Contact Us'.

## How do you correct your personal information?

### How we correct your information

Contact us if you think there is something wrong with the information we hold about you and we'll try to correct it if it's:

- inaccurate;
- out-of-date;
- incomplete;
- irrelevant; or
- misleading.

If you are worried that we have given incorrect information to others, you can ask us to tell them about the correction. We'll try and help where we can - if we can't, then we'll let you know in writing.

### What additional things do we have to do to correct your credit information?

If you ask us to correct credit information, we will help you with this in the following way.

#### Helping you manage corrections

Whether we made the mistake or someone else made it, we are required to help you ask for the information to be corrected. So we can do this, we might need to talk to others. However, the most efficient way for you to make a correction request is to send it to the organisation which made the mistake.

#### Where we correct information

If we're able to correct the information, we'll let you know within five business days of deciding to do this. We'll also let the relevant third parties know as well as any others you tell us about. If there are any instances where we can't do this, then we'll let you know in writing.

#### Where we can't correct information

If we're unable to correct your information, we'll explain why in writing within five business days of making this decision. If you have any concerns, you can access our external dispute resolution scheme or make a complaint to the Office of the Australian Information Commissioner.

#### Time frame for correcting information

If we agree to correct your information, we'll do so within 30 days from when you asked us, or a longer period that's been agreed by you.

If we can't make corrections within a 30 day time frame or the agreed time frame, we must:

- let you know about the delay, the reasons for it and when we expect to resolve the matter;
- ask you to agree in writing to give us more time; and
- let you know you can complain to our external dispute resolution scheme or the Office of the Australian Information Commissioner.

## How do you make a complaint?

### How do you generally make a complaint?

If you have a complaint about how we handle your personal information, we want to hear from you. You are always welcome to contact us .

You can contact us by using the details below

[acclaim@acfin.com.au](mailto:acclaim@acfin.com.au)

We are committed to resolving your complaint and doing the right thing by our customers. Most complaints are resolved quickly, and you should hear from us within five business days.

### Need more help?

If you still feel your issue hasn't been resolved to your satisfaction, then you can raise your concern with the Office of the Australian Information Commissioner:

- **Online:** [www.oaic.gov.au/privacy](http://www.oaic.gov.au/privacy)
- **Phone:** 1300 363 992
- **Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- **Fax:** +61 2 9284 9666
- **Mail:** GPO Box 5218 Sydney NSW 2001 or GPO Box 2999 Canberra ACT 2601

If you are located in the EEA, you can contact the relevant data protection authority (for example in the place you reside or where you believe we breached your rights). For example, the Office of the UK Information Commissioner:

Office of the UK Information Commissioner

- Online: [www.ico.gov.uk](http://www.ico.gov.uk)
- Phone: 0303 123 1113
- Live chat: <https://ico.org.uk/global/contact-us/live-chat>

## What additional things do we have to do to manage your complaints about credit information?

### If your complaint relates to how we handled your access and correction requests

You may take your complaint directly to our external dispute resolution scheme or the Office of the Australian Information Commissioner. You are not required to let us try to fix it first.

### For all other complaints relating to credit information

If you make a complaint about things (other than an access request or correction request) in relation to your credit information, we will let you know how we will deal with it within seven days.

#### Ask for more time if we can't fix things in 30 days

If we can't fix things within 30 days, we'll let you know why and how long we think it will take. We will also ask you for an extension of time to fix the matter. If you have any concerns, you may complain to our external dispute resolution scheme or the Office of the Australian Information Commissioner.

#### Letting you know about our decision

We'll let you know about our decision within 30 days or any longer agreed time frame. If you have any concerns, you may complain to our external dispute resolution scheme or the Office of the Australian Information Commissioner.

## **Your Rights under GDPR**

If you reside in the EEA, you can also:

- object to the processing of your personal information or ask us to delete, or restrict or stop using your personal information. There may be circumstances where we are required to, or entitled to retain or continue using your information.
- withdraw your consent to our processing of your information. We may continue to process our information if we have another legitimate ground to do so.
- ask us to send an electronic copy of your personal information, including to another organisation.

You can contact us if you wish to exercise these rights. See 'Contact Us' for more information. If we refuse any request you make in relation to these rights, we will write to you to explain why and how you can make a complaint about our decision.

## **Contact Us**

We care about your privacy. Please contact us if you have any questions or comments about our privacy policies and procedures. We welcome your feedback.

You can contact us by using the details below:

[acclaim@acfin.com.au](mailto:acclaim@acfin.com.au)

### **What if you want to interact with us anonymously or use a pseudonym?**

If you have general enquiry type questions, you can choose to do this anonymously or use a pseudonym. We might not always be able to interact with you this way, however, as we are often governed by regulations that require us to know who we're dealing with. In general, we won't be able to deal with you anonymously or where you are using a pseudonym when:

- it is impracticable; or
- we are required or authorised by law or a court/tribunal order to deal with you personally.

### **What do we do with government-related identifiers?**

In certain circumstances we may be required to collect government-related identifiers such as your tax file number. We will not use or disclose this information unless we are authorised by law.

### **Changes to this Privacy Policy**

This Policy may change. We will let you know of any changes to this Policy by posting a notification on our website, or you may contact us for a copy of the most up to date policy at any time.