



RAMS Credit Guide

Who we are

This Credit Guide provides some useful information about us and our credit assistance services. It is designed to help you make an informed decision about working with us.

RAMS holds an Australian credit licence which authorises us to provide credit assistance services in relation to consumer lending products regulated by the National Credit Code.

RAMS has an arrangement with Westpac Banking Corporation ABN 33 007 457 141 Australian credit licence 233714 ("Westpac") under which Westpac provides the funds that are lent to you through your RAMS loan.

RAMS also has franchise agreements in place with franchisees that own and operate RAMS Home Loan Centres. We provide training, education and support to our franchisees and their Home Loan Managers to ensure they have the skills and tools to determine the RAMS home loan that meets your needs. RAMS franchisees and Home Loan Managers are required to comply with our policies that have been made to meet our obligations under our Australian credit licence. We take responsibility, together with our franchisees, for the credit activities engaged in by RAMS Home Loan Managers. In this Credit Guide, the words "we", "our", "us", and "RAMS" refer to RAMS Financial Group Pty Ltd.

Our services

We're here to assist you with our comprehensive range of RAMS home loans catering to most borrowers' needs. In the unlikely event that we are unable to provide you with an appropriate RAMS home loan, we will endeavour to provide you with a home loan with another credit provider through Choice Aggregation Services. The credit providers other than Westpac with which we deal mostly are CBA – Colonial, ANZ Bank, Homeside, Pepper Home Loans and ING Direct.

Our general obligations

We will not suggest that you apply, or assist you to apply, for a home loan, an increase to the credit limit of a home loan or suggest you remain in a particular home loan if we assess that the home loan is unsuitable.

When will a home loan be unsuitable?

A home loan will be unsuitable if:

- it does not meet your requirements or objectives;
- it is likely that you will be unable to comply with your financial obligations under the terms of the home loan; or
- it is likely that you could only comply with your financial obligations under the terms of the home loan with substantial hardship.

Our assessment of suitability is referred to in this document as the "**Preliminary Assessment**".

How can you access a copy of the Preliminary Assessment?

If we provide you with credit assistance, you can call 13 RAMS, that's 13 7267, and request a written copy of the Preliminary Assessment which we will provide within the following timeframes:

Your request is made:	We will give you your assessment:
Up to 2 years after the Assistance Day*	Within 7 business days after we receive your request
Between 2 and 7 years after the Assistance Day*	Within 21 business days after we receive your request

**The Assistance Day is the date on which we provide a recommendation to you about a new home loan or your existing home loan.*

We are not required to provide you with a copy of the Preliminary Assessment if we do not provide credit assistance or if the Assistance Day was prior to 1 July 2010.

Fees and charges

You are not required to pay any fees for the credit assistance we provide to you or any charges for work we do in providing that credit assistance.

Summary of Commissions

We obtain commissions from Westpac for any RAMS home loan that is settled and from Choice Aggregation Services for any other loan that is settled.

These commissions are not payable by you.

We may pay commission to website providers for the introduction of credit business to us. The franchisee may also pay commissions to third parties for the introduction of credit business. Those introducers can be classified as business referrers (for example local businesses such as real estate agents, solicitors, financial planners and accountants), community organisations (for example sporting clubs, schools and service clubs) and other miscellaneous groups (for example individuals with whom the franchisee or your Home Loan Manager has a referral relationship).

Commissions for RAMS Home Loans

For any RAMS Home Loan that is settled, we receive an upfront commission from Westpac between 0.27% and 0.70% of the total loan amount which we pay to the franchisee.

We also receive a monthly trail commission from Westpac that ranges between 0.18% and 0.30% calculated on your loan balance.

Commissions for Home Loans other than RAMS

In the event that a RAMS home loan is not able to meet your needs, we may offer you a loan from an alternative credit provider through Choice Aggregation Services (Choice). We will receive upfront commission between 0.33% and 0.77% of the settled loan amount from Choice of which Choice retains 5%.

We direct Choice to pay 86% of that upfront commission directly to the franchisee.

We also receive a monthly trail commission that ranges between 0.00% and 0.55% calculated on your loan balance from Choice of which Choice retains 5%. We direct Choice to pay 86% of that monthly trail commission directly to the franchisee.

Other Commissions

From time to time, RAMS may offer sales incentives to the franchisees and the Home Loan Managers which may take the form of cash, trips or prizes.

Also the franchisee may offer sales incentives to its Home Loan Managers which may take the form of cash, trips or prizes.

Volume and quality conversion bonus arrangements

A volume and quality conversion bonus arrangement is in place with Westpac. An eligible franchisee may receive additional upfront commission depending on the total volume of business that the franchisee arranges with Westpac, and the quality of loan applications received by us. If that occurs, Westpac pays the additional upfront commission to us, and we pay that additional upfront commission to the franchisee. The additional upfront commission ranges between 0.03% and 0.15% of the total amount of loans settled by the franchisee in a particular month.

If you have a concern

If you want to contact us, direct your initial enquiry to your Home Loan Manager. However if this does not resolve your enquiry or if you have a complaint you can contact us through any of the following channels:

Telephone: 13 RAMS, that's 13 7267

Email: go to our website, www.rams.com.au

Fax: (02) 9736 5273

Mail: Locked Bag 5001, Concord West NSW 2138

What to do if you are still unhappy

If we haven't been able to deal with your issues to your satisfaction, you can contact our approved external dispute resolution scheme, the Financial Ombudsman Service (FOS). You can contact FOS through any of the following channels:

Telephone: 1300 78 08 08

Email: go to their website www.fos.org.au

Fax: (03) 9613 6399

Mail: GPO Box 3, Melbourne VIC 3001