



## Kopp Finance Pty Ltd

### Credit Guide

Thank you for considering doing business with Kopp Finance Pty Ltd.

We are a Representative of a licensed provider of credit assistance under the National Consumer Credit Protection Act 2009. This document provides you with information about us, our Licensee with whom you are dealing and the services we provide.

Licensee's business name	QED Credit Services Pty Ltd ACN 147 272 295
Licensee's address	31 Ardentallen Road Enoggera, QLD 4051
Licensee's phone number	1300 817 662
Licensee's email address	admin@pursuitbroker.com.au
Australian Credit Licence number	387856

Our Licensee has authorised Kopp Finance Pty Ltd and Matthew Kopp as their Credit Representative:

Representative's business name	Kopp Finance Pty Ltd ACN 671 649 540
Representative's name	Matthew Kopp
Representative's address	35 Ellesmere Court Wattle Grove NSW 2173
Representative's phone numbers	Mobile: 0420 334 747 Office:
Representative's email address	matt@prestigehomeloans.com.au
Individual Credit Representative Number	550594
Business Credit Representative Number	553294

If you are looking for consumer credit products, our role is to help you find a product that suits you. That process involves talking to you to understand your requirements and objectives in seeking credit, as well as understanding your financial position.



## **Our assistance process**

We are required by law to ensure that any credit product with which we assist you can be deemed “not unsuitable” for you. In simple terms, this means that the product fits your needs and that you can afford to meet the financial repayments.

To establish this, we need to:

- > Make enquiries with you as to your needs;
- > Make enquiries with you as to your financial position; and
- > Collect evidence from you to verify your financial position.

Once we have done this, we will then use our broking expertise to find a product in the market place that you can afford and that meets your needs.

We can provide you with a report – called a Preliminary Assessment – on how we determined that any loan we assisted you with was not unsuitable for you. You may request this report up to seven years after we provided you with this assistance.

## **With what products do we provide assistance?**

In the past 3 months, the top 6 lenders that our clients have been placed with are:

1. Bankwest
2. Adelaide Bank
3. Granite Home Loans
4. AMP
5. ING
6. LaTrobe Financial

This is not to say that we will only deal with these lenders, it is simply that the products these lenders offer have been most suitable to our most recent clients. Your case may be different and we would look at your needs separately and independently of the above list.

## **How do our Credit Representatives get paid?**

Our Credit Representatives are paid a commission directly from the lender. The lender may pay them a percentage amount upon settlement of your loan and may also pay them an ongoing percentage amount for the life of your loan.

These amounts are paid to the Credit Representative by the lender and ARE NOT payable by you. If you are interested and want an estimate of what the commission payment will be and how it is worked out, please just ask us or our Credit Representative and we will be only too glad to provide you with this information.

Our Credit Representative may also charge you a direct fee of between \$0 and \$3,000 for their services. The fee payable will depend on the complexity of your situation but will be separately disclosed to you in the Credit Quote that our Credit Representative will provide for your signoff before proceeding with actually assisting you. In any case, the fee will be no greater than \$3,000.



## What if you are not happy with our services?

At Kopp Finance Pty Ltd, we always work hard to build strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, we will also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well and other times when you may wish to tell us we have not met your expectations.

If, for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

- > Complaints Manager
- > QED Credit Services Pty Ltd
- > 31 Ardentallen Road, Enoggera, QLD, 4051
- > [admin@qedrisk.com.au](mailto:admin@qedrisk.com.au)
- > Phone: 1300 817 662

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your complaint.

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 24 hours of receipt. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 30 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision.

## Taking it further

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 30 days, then you can have your complaint heard by our external dispute resolution scheme, AFCA, an independent party. You can contact AFCA at:

Australian Financial Complaints Authority Limited  
GPO Box 3  
Melbourne, VIC 3001  
T: 1800 931 678  
F: 03 9613 6399  
E: [info@afca.org.au](mailto:info@afca.org.au)



## How we manage your information

### Collection and use of your information

Kopp Finance Pty Ltd and its representatives will only seek to collect necessary information from you in order to provide you with the credit assistance you have sought from us. We may also use this information for purposes associated with our services such as follow-up calls to assist you.

In some cases, we may seek to collect *credit information* about you. If we do this, it will only be from an Australian Credit Reporting Body and only with your consent, which we will ask you to provide by signing the form over the page.

We receive services to support the broking services we give you. We receive mortgage aggregation services from PLAN Australia [and compliance services from our Licensee, QED Credit Services]. Sometimes they collect personal information about customers to manage customer enquiries or complaints, commission payments or file reviews. If you want to find out how they manage your personal information, please click on the link below:

<http://www.planaustralia.com.au/privacy-policy>

<https://www.gedrisk.com.au/privacy-policy>

In certain circumstances, we may also be required to collect sensitive information (such as health information) on behalf of the lender in the course of giving you credit assistance.

### Disclosure of personal information

Kopp Finance Pty Ltd and its representatives will never unnecessarily exchange your personal or business information with any third party for any reason, unless compelled by force of law. However, in order to assist you, we may be required to provide your personal information to certain organisations. If your information is not provided, we may be unable to assist you. The types of organisations include:

- > Lenders
- > Our Licensee
- > Mortgage insurers
- > Other mortgage intermediaries
- > Valuers
- > Other organisations that assist us such as printers, mailing houses, lawyers, debt collectors, accountants and other auditors

In certain, specific cases our Licensee may contract an external audit service provider to ensure we are meeting our obligations and commitments to you under the *National Consumer Credit Protection Act 2009* and this service provider may disclose your personal information to its team in India. You can be assured that we have full legal access to that overseas service provider as if they were domiciled in Australia, as required by the *Privacy Act 1988*.



## Access and alterations to your personal information

You can gain access to your personal or company information or advise alterations to that information by contacting our office:

Contact Person: Matthew Kopp  
Address: 35 Ellesmere Court  
Wattle Grove NSW 2173  
Email: matt@prestigehomeloans.com.au

Information which is easily accessible will be provided to you free of charge. However, information which is more difficult to access may have a fee associated with the request. You can also contact us for more detailed information on how we collect, handle and secure your personal information.

## Marketing

From time to time, Kopp Finance Pty Ltd may contact you with information about products from either ourselves or our industry affiliates that we believe may interest you. To opt-out of receiving such information, simply let us know by contacting us directly using the office details above.

## Security of your personal information

Kopp Finance Pty Ltd takes reasonable steps to ensure the security of your personal or company information from unauthorised access, theft or modification.

## Feedback on the handling of your personal information

Should you be unsatisfied in the manner in which Kopp Finance Pty Ltd has handled your personal information please contact us (per details listed above). We will take all necessary steps to investigate and address your concerns. If the issue you have raised is not resolved to your satisfaction you should contact the Office of the Australian Information Commissioner at:

Ph: 1300 363 992  
email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Mail: GPO Box 5218  
Sydney, NSW 2001.

If you wish to view a copy of our full Privacy Policy, contact us on the details above. You can learn more about the Privacy Act and your rights at [www.privacy.gov.au](http://www.privacy.gov.au)



## Your Privacy Consent

Kopp Finance Pty Ltd

35 Ellesmere Court Wattle Grove NSW 2173

0420 334 747

Australian Credit Representative Number 553294

Acting as an authorised Representative of Pursuit Broker Services Australian Credit License number 387856.

Kopp Finance Pty Ltd seeks to gain credit information about you from a Credit Reporting Body (CRB). We may use this information in the course of providing credit assistance to you.

By signing the form below, you appoint us as your agent to act as an “access seeker” and obtain your credit information from a CRB on your behalf.

If you do not consent to us doing this, do not sign the form below. However, if you do not sign the consent, we may be unable to provide credit assistance or other services to you.

This consent form is intended to be read in conjunction with our Privacy Policy, detailed overleaf.

### **Authority to act as your Agent for the collection of credit information**

I hereby appoint Kopp Finance Pty Ltd as my Agent for the purpose of obtaining my credit information from a Credit Reporting Body.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

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Name

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Date

\_\_\_\_\_  
Date