

# Your Credit Guide

Effective from 28 February 2020



Queensland  
Country  
Bank

# Queensland Country Credit Guide

Queensland Country Bank Limited ABN 77 087 651 027 has an Australian Credit Licence 244533 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.

It contains information on:

- Our commitment to you
- Providing credit
- Suitability assessments
- Resolving disputes
- How to contact us

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

Any reference in this Credit Guide to “our”, “us”, “we”, “the Bank” or “Queensland Country” is a reference to Queensland Country Bank Limited.

## Our commitment to you

Queensland Country is an independent, Member owned, organisation. We are committed to making a real difference in the lives of our Members and the communities in which we operate.

Our key objectives are to:

- deliver a full range of competitive financial products and services to our Members
- maintain a strong financial performance
- contribute to the community as a responsible, ethical corporate citizen

To achieve this, we will work towards the continuous improvement of our standards of practice and our service.

## Providing credit

Queensland Country Bank Limited provides loans to its Members only. Under the National Consumer Credit Protection 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 increased 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 into 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; or
- the contract or increase does not meet your requirements or objectives.

## Suitability assessments

Before we provide you with credit, we will make a preliminary assessment to ascertain whether the credit contract will be unsuitable for you if the contract is entered into or the credit limit is increased in the period covered by the assessment. In order to make this assessment we must:

- make reasonable enquiries 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 will help us gain a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and any other transactions associated with the proposed credit contract.

The extent of our inquiries will depend on the amount being borrowed and your individual circumstances.

You have the right to request a copy of your suitability assessment which we will provide to you free of charge.

Where your request is received prior to entering the credit contract, or increasing the credit limit, we will provide you with a copy of the assessment prior to entering the credit contract or increasing the credit limit.

However, you may request a copy of the credit assessment up to seven years after the day on which the credit contract was entered into or the credit limit increased. Where your request is made within two years of entering into the credit contract or increasing the credit limit, we will provide you with a copy of the suitability assessment within seven business days. For requests received after this time you can expect to receive a copy of your suitability assessment within 21 days of your request.

We will periodically review our credit assessment procedures and criteria for the products we issue.

Under the provisions of the Privacy Act 1988, you have other rights to access personal information that we collect about you. Please refer to our Privacy Policy which is available at any Queensland Country Bank branch, on our website at [www.queenslandcountry.bank](http://www.queenslandcountry.bank), or by writing to our Privacy Officer, Queensland Country Bank, PO Box 679, Aitkenvale Qld 4814.

## Complaints handling procedures

### Internal dispute resolution

Queensland Country has an internal dispute resolution scheme established to resolve any complaints or disputes relating to our products and services or the complaints handling process itself, where a response or resolution is expected. The expression 'complaint', for the purpose of this document means both 'complaint' and 'dispute' as defined under the relevant laws and regulatory requirements.

#### Process Overview

1. Wherever possible we will resolve your complaint at the time it is received. You should direct any complaint concerning the Bank, or its authorised representatives, to the person you are dealing with at Queensland Country, or their Manager, in the first instance.

2. If the issue is not resolved, we encourage you to lodge a formal complaint by completing a Complaint Notification Form at any Queensland Country branch, although such notification is not required to be provided in writing.
3. You will receive acknowledgement of receipt of your complaint, in writing or orally, within three business days of its receipt and will be advised of the procedure for investigating and handling the matter.
4. We will write to you within 21 days of receiving your complaint, unless a different timeframe applies at law, to advise you of the outcome. Alternatively, we will advise you that a further period of time, not exceeding 24 days, will be required to conduct further investigations, with our formal proposal to resolve the matter being provided in writing to you no later than 45 days from when your complaint was first received.

Complaints involving hardship applications or postponement of enforcement proceedings will be treated as urgent and will be given priority.

## External dispute resolution

If we have made a formal proposal to resolve your complaint and you have told us that the proposal is not acceptable to you, or at least 45 days has elapsed since you made your complaint (whichever occurs sooner), you are entitled to have your complaint considered by the Australian Financial Complaints Authority Limited (AFCA) ABN 38 620 494 340 [www.afca.org.au](http://www.afca.org.au). This is an external dispute resolution scheme of which Queensland Country is a member. We will provide you with information about how you can access this scheme, which is a free service. If your complaint relates to services provided by third parties or our business partners (including insurers or service providers) we encourage you to make direct contact with them in the first instance. Please contact Queensland Country if you experience any difficulty in the handling of your third party complaint.

## Hardship

Queensland Country understand that some of members may experience periods of financial hardship. We encourage you to contact your local Branch Manager to discuss your particular needs with us.





# How to contact us

If you have any questions or need more information, please contact us:

**Branch** Visit our website for a listing of all our branches

**Post** PO Box 679, Aitkenvale QLD 4814

**Phone** 1800 075 078

**Website** [queenslandcountry.bank](http://queenslandcountry.bank)

**Email** [info@queenslandcountry.bank](mailto:info@queenslandcountry.bank)



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Queensland Country Bank Limited ABN 77 087 651 027  
AFSL/Australian Credit Licence 244 533

Insurance Australia Limited ABN 11 000 016 722 AFSL 227 681  
trading as CGU Insurance Mastercard Prepaid Management  
Services Australia Pty Ltd ABN 47 145 452 044 AFSL 386  
837 arranges for the issue of Cash Passport Platinum  
Mastercard in conjunction with the issuer, Heritage Bank  
Limited ABN 32 087 652 024 AFSL 240 984

Western Union Business Solutions (Australia) Pty Ltd  
ABN 24 150 129 749 AFSL 404 092

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