

If we are unable to provide a final response to your complaint within 45 days, we will inform you of the reasons for the delay.

If your complaint is complex or needs a detailed investigation, we will make sure that it is referred to the right department promptly and will respond to your complaint as quickly as possible.

6.2 Ask for your complaint to be reviewed

If you are not satisfied with our initial response, you can request the matter be reviewed by our Customer Advocate. Our Customer Advocate's role is to act as independently as possible and make sure that your complaint is handled fairly.

Customer Advocate Review

Email: customeradvocate@mystate.com.au

Post: Customer Advocate
MyState Bank
GPO Box 1274
HOBART TAS 7001

6.3 External review

If, despite our best efforts you remain dissatisfied with our response, you may wish to have the matter investigated by someone else. The Financial Ombudsman Service (FOS) offers a free independent dispute resolution service for the Australian banking, insurance and investment industries.

You can contact the FOS by:

Phone: 1800 367 287

Fax: 03 9613 6399

Post: GPO Box 3 Melbourne VIC 3001

Email: info@fos.org.au

Web: www.fos.org.au

7. Updating this Credit Guide

All details are current as at the date of this Credit Guide. We will publish minor changes on our website. We will update the Credit Guide from time to time to keep up-to-date with regulatory and legislative requirements.

MyState Bank Limited (MyState Bank)

ABN 89 067 729 195

AFSL 240896

Australian Credit Licence Number 240896

A wholly owned subsidiary of MyState Limited

ABN 26 133 623 962

Credit Guide

Effective Date 1 October 2018



138 001
mystate.com.au

1. About MyState Bank

MyState Bank Limited (ABN 89 067 729 195) ('MyState Bank', 'we', 'us', 'our') 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 documentation when we provide services or credit to you.

MyState Bank offers a range of consumer lending products including:

- home loans
- personal loans
- credit cards (as intermediary to a third-party credit provider)
- overdraft facilities
- lines of credit

For more general information about borrowing (including loan calculators and Home Loan Key Fact Sheets to help you understand the effect of interest rates and fees and different loan options) go to our website at mystate.com.au

2. Borrowing money from us

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 into or limit is increased it is likely that:

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

Depending on your loan requirements, in some instances we may require you to pay for lender's mortgage insurance (LMI). LMI is intended to safeguard the interest of the lender in the event of a mortgagee sale. A mortgagee sale is where the lender repossesses your property due to you defaulting on your mortgage repayments, and puts the property on the market for sale.

Subject to you meeting the eligibility criteria, other insurance products are available to provide you with cover in the event you are unable to meet your loan repayments due to unforeseen circumstances. MyState Bank offers these products via referral arrangements it has in place with third-party insurers. MyState Bank is not an insurance provider.

3. 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 to get a reasonable understanding of your need for credit as well as your ability to meet all the repayments, fees, charges and transactions associated with the proposed credit contract.

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

Please note it is important that the information you provide us for the purpose of making a credit assessment as to the suitability of a credit contract or increase in limit for you is complete and accurate, and includes any future change you are aware of which may affect your ability to repay.

4. Your right to receive a copy of the credit assessment

If your loan is approved, you have the right to request a copy of our credit assessment of your suitability.

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 Privacy Policy which is available at your nearest branch, by calling us on 138 001 or at mystate.com.au

If you request a copy of our assessment of your suitability, the timeframe within which we provide it to you will depend on when your credit contract was entered in to.

If we receive your request:	We will provide your credit assessment to you:
Before the day the credit contract is entered in to by you	As soon as possible
Up to 2 years after the date you entered in to you credit contract	Within 7 business days
Between 2 and 7 years after the date you entered in to you credit contract	Within 21 business days

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

5. Hardship Assistance

We understand that personal circumstances can change from time to time and when you least expect it. By contacting us as soon as possible we may be able to put in place arrangements that will assist you.

Should you be experiencing financial difficulty please contact us on 138 001 or visit your nearest MyState Bank branch.

6. Complaints and feedback

We work hard to deliver the best banking experience possible to our customers. We value your opinion, so if a product or service does not meet your expectations, we want to know about it.

Our team is here to listen, and ready to help you resolve any complaints or concerns you may have. Your feedback gives us the opportunity to improve our products and services, which is something we continually strive to do. If you have a complaint, concern, suggestion or just wish to give some feedback, please don't hesitate to get in touch.

To help us get an understanding of your concern, we recommend that you:

- be prepared with any supporting documents or evidence you think will help clarify your concern; and
- be as clear as possible about what has happened.

To make a complaint

6.1 Talk to us

You can reach us via:

- calling us on 138 001;
- visiting us at your nearest branch;
- sending us a secure message via internet banking;
- completing the *Complaints Compliments & Suggestions* form available at mystate.com.au;
- emailing us at mycomplaint@mystate.com.au; or
- writing to the Complaints Officer,

MyState Bank
GPO Box 1274
HOBART TAS 7001

and we will:

1. try to resolve the matter on the spot - in most situations we can do this;
2. keep you up to date on our progress;
3. work hard to resolve your matter within 21 days;
4. let you know in writing if we require more information or more time to investigate your matter; and
5. provide you with a final response within 45 days.