CLIENT TO KEEP

MERITON PROPERTY FINANCE

CREDIT GUIDE

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MERITON PROPERTY FINANCE PTY LIMITED
ABN 36 101 180 607 ACL 393461

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ABOUT THIS CREDIT GUIDE

This credit guide has information about us and:

- Our responsible lending obligations under the National Consumer Credit Protection Act: and
- What you can do if you have a complaint.

FEES AND CHARGES

The following charges are payable by you to us for matters associated with our providing credit assistance:

Name of charges and when it is payable	Method of working out the amount
Vendor Finance Application Fee payable on application	$1,500

CREDIT CONTRACT MUST NOT BE UNSUITABLE FOR YOU

Under the National Consumer Credit Protection Act, we must not enter into a credit contract with you, or increase the credit limit of a credit contract with you, if the contract is unsuitable for you.

The contract will be unsuitable for you if, at the time the contract is entered into or the credit limit is 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 will not meet your requirements or objectives.

We must make an assessment whether the contract will be unsuitable for you before entering into a credit contract with you or increasing the limit of an existing credit contract.

You can request a copy of our assessment. We must give you a copy (at no charge to you):

- Before entering the credit contract or before the credit limit is increased, if you make the request before then;
- Within 7 business days, if your request is made within 2 years of entering into the contract or the credit limit increase; and
- Otherwise, within 21 business days.

We do not need to give you a copy of the assessment if:

- Your request is made more than 7 years after entering into the contract or the credit limit increase; or
- The credit contract is not entered into or the credit limit is not increased.

DISPUTE RESOLUTION PROCEDURES

We have an internal dispute resolution procedure. We are also a member of an independent external dispute resolution scheme, Australian Financial Complaints Authority (see contact details below).

Internal dispute resolution

If you have a complaint, you should contact us first, by using any of the contact details shown on the front page of this credit guide.

Wherever possible we will seek to settle your complaint on the spot. If we can't do this, we will advise you in writing within 2 working days of receiving your complaint about the procedures for investigating and handling the complaint.

- **Complaints we can't resolve on the spot:** We will seek to deal with your complaint within 21 days. We will respond to you within 14 days of receiving the complaint to ensure that our response is received within 21 days. If we can't make a decision within 14 days and we need additional time, we will write to you advising that a further period, not exceeding 24 days, will be required for investigation. This will extend the complaint handling time to a total of 45 days from the initial date of lodgement. If the unresolved complaint exceeds 45 days, we will advise you in writing and specify a date when a decision can be expected, and give you regular updates.
- **Complaints Involving hardship applications or postponement of enforcement proceedings:** These will be treated as urgent matters. There will be no extension of time beyond 21 days for resolution of a complaint relating to a default notice. If you seek hardship relief or postponement of enforcement proceedings and the matter is not resolved within 21 days, the matter will be referred to external dispute resolution. You can lodge a complaint directly with our external dispute resolution scheme where it involves a default notice that has been issued after a request for hardship assistance or postponement of enforcement proceedings has been declined.
- **Outcome of the complaint:** We will advise you in writing of the outcome of our investigation, the reasons for the outcome, and further action you can take in respect of the complaint. Within 7 days of resolution of complaint, your accounts should be adjusted to give effect to our decision.

EXTERNAL DISPUTE RESOLUTION

If you are unhappy with any decision or the handling of the complaint by us, you can refer your complaint for external resolution to Australian Financial Complaints Authority (AFCA). This service is available at no cost to you. Contact details are below:

Australian Financial Complaints Authority (AFCA)

AFCA Phone:	1800 931 678
AFCA Email:	info@afca.org.au
Website:	www.afca.org.au
Address:	GPO BOX 3 Melbourne VIC 3001

In many cases this leads to a successful resolution. If the dispute remains unresolved, Australian Financial Complaints Authority can then offer conciliation processes or it may investigate the dispute and issue a written decision on your case which is binding on us (including requiring us to make a monetary payment to you).

Our external dispute resolution scheme cannot deal with your complaint (assuming the complaint is within the scheme's terms of reference) unless you have attempted to resolve the problem with us first, and either:

- We have made a formal proposal to resolve the 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. However if the complaint relates to a hardship application or request for postponement of enforcement proceedings (see under Internal dispute resolution above), the scheme may be able to deal with your complaint sooner.

A holistic approach

Meriton offers a complete and tailored apartment solution, helping customers to buy, manage, rent and sell property at all stages of the process. This 360-degree fully integrated approach is unique within the industry.

We're with you all the way.

We help you **buy**

- Prime locations near employment hubs, transport, education and shops
- Onsite facilities including aquatic centres, gymnasiums, childcare and retail
- Tenant Guarantee provides secured tenancies on settlement for Investors
- Vendor Finance options are available of up to 90% lend on a two-year, fixed interest rate loan
- 100% completion record gives certainty when buying off the plan

We help you **manage**

- Onsite building managers can lease apartments for our clients, addressing daily concerns and managing the maintenance of the apartment
- Meriton's Property & Strata Management teams are responsible for the ongoing professional management of the overall development

We help you **sell**

- Managed Resale of your Meriton apartment by the people who built it
- Our Resales site specialist has comprehensive insight into your apartment, building and suburb
- Our expertise helps you achieve faster results and the highest possible prices

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IMPORTANT NOTICE

Meriton Property Services Pty Limited, Meriton Property Finance Pty Limited and all of their representatives, employees and agents do not offer any financial advice in relation to vendor finance offered by Meriton Property Finance and all applicants must obtain their own independent financial advice as to the suitability of any finance offered.

This Loan Application must be completed and signed and the original submitted to the Vendor Finance Department.

Meriton will not accept or process a copy of a completed Loan Application.

MERITON
PROPERTY FINANCE

THINGS TO CONSIDER BEFORE TAKING A LOAN

1. WHY DO WE LOOK AT YOUR FUTURE ABILITY TO REPAY?

We consider not only your current income and expenses, but also how things may change over time, such as interest rate movements, increases in living costs, or changes in your income. However, it is also important that you consider these future changes yourself when deciding whether to take out a loan.

Buying a property is a long-term financial commitment, and you should carefully assess your expected future expenses and personal circumstances. Taking the time to think ahead will help you decide whether the loan is suitable for your situation and manageable over its full term, and reduce the risk of financial difficulty or loss.

2. WHEN MIGHT A LOAN NOT BE SUITABLE FOR YOU?

A loan may not be suitable if:

- The repayments are difficult to manage within your current or expected budget; or
- The loan does not match what you are trying to achieve (for example, the term or structure doesn't fit your plans).

We assess this before offering you a loan, but it's also important that you feel comfortable it meets your needs.

3. WHAT HAPPENS IF YOU MISS REPAYMENTS?

If you are unable to make your repayments, it can have a number of impacts:

- You may incur additional costs such as fees or interest;
- Your credit history may be affected; and
- Ongoing missed payments could lead to further action, especially if the loan is secured.

If you think you may have difficulty making a repayment, it's important to get in touch early so we can discuss possible options.

4. WHAT SHOULD YOU THINK ABOUT BEFORE BORROWING?

Before taking a loan, its helpful to consider:

- Whether you could still manage repayments if your expense increases;
- How stable your income is over time;
- Whether you have a buffer for unexpected events; and
- Your longer-term plans, including how you intend to repay or refinance the loan if needed.

5. WHY IS IT IMPORTANT TO PROVIDE ACCURATE INFORMATION?

The information you provide helps us understand your situation and assess what you can afford.

Providing complete and accurate details ensures we can make an appropriate assessment and helps avoid issues later on.

6. WHAT HAPPENS IF YOUR CIRCUMSTANCES CHANGE AND YOU DON'T TELL US?

If your circumstances change and you don't let us know, we may be working with information that is no longer accurate. This can affect whether the loan continues to be suitable for you. It may also mean:

- Your ability to repay is not properly reassessed based on your current situation;
- Options to support you if you experience difficulty may be more limited; and
- The loan may no longer align with your financial position or needs.

Keeping us informed about significant changes helps ensure your loan remains appropriate and manageable over time.

7. WHAT HAPPENS IF YOU SUBMIT A FRAUDULENT OR FALSE DOCUMENT?

We rely on the information and documents you provide to assess your application and meet our legal obligations. If a document is found to be false, misleading, or fraudulent, it can have serious consequences. This may result in:

- Your application being declined or withdrawn;
- Any existing loan being reviewed or actioned in accordance with the terms of the agreement;
- Reporting to relevant authorities where required by law; and
- Potential impact on your ability to obtain credit in the future.

It is important that all information and documents you provide are accurate and complete.

8. SHOULD YOU SEEK ADVICE?

You may wish to seek independent financial advice to help you decide whether the loan is right for your circumstances and future plans.

9. WHAT SHOULD YOU CONSIDER IF YOU PLAN TO REFINANCE YOUR LOAN IN THE FUTURE?

If you intend to refinance your loan at a later date, it is important to understand that approval for refinancing is not guaranteed. The ability to refinance will depend on a range of factors, including:

- The lending criteria of the lender you apply to at the time;
- Your income, employment status and overall financial position;
- The value and location of the property;
- Your credit history and repayment conduct;
- Changes in interest rates and lending policies; and
- Any regulatory or policy restrictions applicable at the time.

For foreign buyers or borrowers with overseas income, refinancing options may be more limited, as Australian lenders can apply different eligibility criteria and lending requirements to these customers.

Before entering into a loan, you should carefully consider your long-term financing strategy and whether you are likely to meet the requirements of alternative lenders if refinancing becomes necessary. You may also wish to seek independent financial, legal or credit advice regarding your refinancing options and future borrowing capacity.