

TERMS AND CONDITIONS SECURED FIXED FLEXI LOAN AGREEMENT

1. Making the Loan

- 1.1 By signing this Loan Agreement, you agree to borrow the amount of credit on the terms specified in this document. This Loan Agreement becomes binding on you when you sign, irrespective of any payment of money or delivery of goods.
- 1.2 We reserve the right to withdraw from this transaction if you do not comply with any of the conditions of our offer. We also reserve the right to withdraw this offer if it is not accepted within 14 days from the Disclosure Date, if the initial drawdown does not occur within 20 days of the Disclosure Date, or if anything occurs which in our opinion makes settlement undesirable.

2. Repayments

- 2.1 You must make all payments on the due date. In addition to making any repayments specified in the Schedule, on expiry of the Loan Term, you must pay to us the total amount you owe us. The expiry of the Loan Term is the date set out in the Schedule, or such other date which we agree with you. The 'total amount you owe us' means, in respect of each account, the total amount outstanding from time to time and includes all interest, fees and charges including any fees or other amounts which become due on final repayment.
- 2.2 Repayments are to be made as directed by us. You must sign any forms reasonably required by us to effect repayments. Repayments must be made in full, without any deduction or set-off for any amount we owe you.
- 2.3 If any repayment is due to be made on a day which is not a business day, the repayment must be made on the next business day. If any repayment is due on a date which does not exist (for example 31 June) the repayment is due on the last business day of the month in which that repayment is due.
- 2.4 If you use direct debit to make payment under your Loan Agreement, you must not cancel the direct debit authorisation or close the account without making alternate arrangements.
- If any direct debit or cheque used for repayment is dishonoured, the repayment will be treated as not having been made, and interest will continue to accrue on the unpaid daily balance until actual payment is received by us.
- 2.5 We can apply any payment to any amount you owe us in any order we determine.
- 2.6 If you have more than one account with us and you make a payment without telling us in writing how the payment is to be applied, we can apply it to any one or more of the accounts as we decide.

2.7 We will not pay interest on any credit balance in your account.

2.8 You may repay early the whole or any part of the AMOUNT OWING at any time.

3. Interest charges

3.1 Interest on your loan accrues daily, starting on the Settlement Date based on the outstanding debit balance of your loan. The interest rate applied each day is equal to the annual percentage rate applicable to the loan at the time divided by 365.

3.2 Interest will be debited monthly in arrears on the monthly anniversary of the Settlement Date. If any day on which interest is due to be debited is not a business day, that interest will be debited on the next business day. If any interest is to be debited on a day which is the 29th, 30th or 31st of a month with no such date, the debit will be made on the last day of the month in which that payment is due.

3.3 Interest debited to your loan will be added to the outstanding balance of your loan and accrue interest at the same rate and in the same manner as the principal of your loan.

3.4 In addition to debiting interest to your account monthly, we may debit interest whenever the loan is in default, there is any repayment of the loan, there is any principal increase or variation in your Loan Agreement, or there is any change to the loan terms.

4. Fees and charges

4.1 You must pay any fees and charges which become payable under the Loan Agreement.

4.2 If the fee or charge is payable to us, you authorise us to debit your loan for the relevant amount.

4.3 If the fee or charge is for someone else (e.g. an insurer), you authorise us to debit your loan with that amount and pay it to the relevant third party.

5. Mortgage Terms Secured Property

5.1 You hereby charge the Secured Property to us by way of mortgage, and grant to us a security interest over the Secured Property and any insurance policy with respect to the Secured Property (including any money received from a warranty claim, or any insurance claim over the Secured Property, or received from an insurer following a cancellation of a policy) to secure payment to us of the total amount you owe to us, and any other money now or at any time in the future due to us under this Loan Agreement. The Secured Property includes any repairs, replacement parts, additions, or alterations made to the Secured Property, and any money or replacement vehicles received from any insurance claim or warranty policy in respect of the Secured Property.

Insurance

- 5.2** You must keep any Secured Property comprehensively insured in respect of any compulsory third party insurance and for not less than its full insurable value against loss or damage by fire, storm, tempest, and any other risk specified by us. The insurance must be with an insurer approved by us and must note our name as the mortgagee on all policies until the loan is repaid.
- 5.3** If loss or damage occurs, only we will be entitled to enforce and settle any claim against the insurer. Any money paid by the insurer must be paid direct to us. If the money is paid to you, you must immediately pay it to us. We may apply that money to repair the Secured Property, in repayment of the amount owing under the loan, or hold it as additional Secured Property for the loan.
- 5.4** You must pay all insurance premiums on or before the due date. If required by us, you must provide evidence to us of the currency of all policies relating to the Secured Property. If you do not take out and keep current all required insurance or, if you do not give us evidence of this on request, we may take out the insurance and debit the cost to your account. However, we have no duty to do so.
- 5.5** You must not do anything by which any insurance policy relating to the Secured Property could be prejudiced or cancelled or be subject to an increased premium.
- 5.6** If you make a claim that the insurer refuses, then you must tell us. We can ask you to give us your rights to take further action against that insurer on your claim.
- 5.7** If there is Total Loss (meaning damage to the Secured Property such that we or the insurer consider that the Secured Property cannot be repaired), you must pay to us the total amount you owe us, less any money we have received from insurance.

6. Things you must not do with the Secured Property

- 6.1** For as long as we have a mortgage over the Secured Property you must not:
- (a) mortgage, charge, or grant a security interest over the Secured Property to another person; or
 - (b) sell, lease or part with possession of, or give away the Secured Property; or

- (c) make any alterations to the Secured Property, including remove any identification numbers; or
- (d) do anything or allow anything to happen that might reduce the value of the Secured Property,

without first obtaining our permission in writing.

- 6.2** You must not use the Secured Property, or allow it to be used, for any illegal or offensive purpose.

- 6.3** You must not, without our prior written consent:

- (a) make any replacement, modification, alteration or addition to the Secured Property, or do anything to the Secured Property which may lead to a material reduction in, or adversely impact on, the value of the Secured Property, or void any warranty in respect of the Secured Property;
- (b) agree, attempt, offer or purport to sell, assign, sublet, lend, pledge, mortgage, hire, encumber or otherwise part with or attempt to part with possession of, or otherwise deal with, the Secured Property; or
- (c) remove the Secured Property from the property in which it is normally located.

7. Things you must do in relation to the Secured Property

- 7.1** You must:

- (a) keep the Secured Property free from damage, in proper working order, and in a good state of repair at all times;
- (b) comply with all laws relating to the use, operation, maintenance and possession of the Secured Property, including obtaining any necessary licenses or permits;
- (c) ensure that operation and maintenance of the Secured Property complies with all relevant laws and the manufacturer's instructions as to use;
- (d) allow, or arrange for us to inspect the Secured Property on request with reasonable notice;
- (e) pay for repairs to the Secured Property immediately, to avoid a repairer's lien;
- (f) take all reasonable steps to keep the Secured Property secured against theft or damage while it is not in use;
- (g) immediately notify us in writing of any loss or damage to the Secured Property which is beyond normal wear and tear;
- (h) at your own cost immediately replace all parts of the Secured Property which may become worn

out, lost, stolen, compulsorily acquired, destroyed, seized, confiscated, damaged beyond repair or permanently rendered unfit for use, and only use appropriate spare parts;

- (i) allow us or our authorised agents or employees to inspect the Secured Property and any records you hold pertaining to the Secured Property, and do anything else reasonably required by us to protect our rights, interests and remedies under this Loan Agreement. You must give us or our authorised agents or employees access to any premises where the Secured Property is located.

7.2 If you intend to surrender the Secured Property to us, you must give us written notice of your intention to do so. Within 14 days of that written notice, you must return the Secured Property to us at the place specified by us.

8. When there is default

If any one or more of the following occur, we may decide default has occurred.

- (a) There is default of any term or condition of this Loan Agreement.
- (b) There is default under any security given to secure payment of any money due under this Loan Agreement.
- (c) You fail to pay any person (including us and/or other banks etc) any money payable in connection with this Loan Agreement by the due date.
- (d) Any representation made by you to us or our agents proves to be untrue or misleading.
- (e) You die, become bankrupt or enter into any kind of administration or are jailed.
- (f) You do not maintain appropriate insurance over the Secured Property.
- (g) You breach any material undertaking given at any time to us.
- (h) If you are a company:
 - (i) there is any change in ownership or control of the company or in any company of which you are a subsidiary;
 - (ii) a receiver and / or manager, administrator, controller, provisional liquidator, or liquidator is appointed to any part of assets;
 - (iii) any action is commenced to strike the company's name off any register of companies; or

- (iv) the company reduces or proposes to reduce its authorised capital.

- (v) An insurer under a policy required to be taken out to insure the Secured Property cancels the insurance or disclaims liability for any reason.

9. Our rights on default

At any time after default occurs, we can subject to any law (including requirements as to notice) take any of the actions listed below. We do not lose any rights or forgive any defaults unless we do so in writing.

- (a) Demand and require immediate payment of any money due under this Loan Agreement.
- (b) Call up the loan and require payment of the total amount owing under this Loan Agreement.
- (c) Exercise any right, power, or privilege conferred by any law, the Loan Agreement, or any security.
- (d) Enter any premises and take possession of any security by force if required.
- (e) Terminate this Loan Agreement.

We must give a default notice in accordance with the National Credit Code allowing you a period of at least 30 days to remedy the default prior to taking any of these actions except where:

- (a) we believe on reasonable grounds that we were induced by fraud on your part to enter into this Loan Agreement;
- (b) we have made reasonable attempts to locate you but without success;
- (c) a court authorises us to begin enforcement proceedings; or
- (d) we believe on reasonable grounds that you have removed or disposed of the Secured Property or intend to remove or dispose of the Secured Property, without our permission or that urgent action is necessary to protect the Secured Property.

We can only enter residential premises with the occupier's consent unless we have a court order. We can exercise these rights with or without taking possession of the Secured Property. If we hold collateral security, we can enforce any one of the securities first or all of them at the same time.

You must pay all costs of and incidental to repossession, storage, repair, and sale of the Secured Property.

We can take action even if we do not do so

promptly after the default occurs so long as the default remains unrectified.

10. Enforcement expenses

Enforcement expenses may become payable under the Loan Agreement if you default. We may debit your account with our reasonable costs in connection with any exercise or non-exercise of rights arising from any default, including:

- (a) legal costs and expenses on a full indemnity basis, or solicitor and own client basis, whichever is higher; and
- (b) our reasonable internal costs.

You must pay these costs on demand. These costs will not exceed our reasonable enforcement costs including internal costs.

11. Redraw

Upon request, we may at our option allow you to re-borrow some or all of the amounts that you have repaid under this Loan Agreement up to the Amount of Credit (Redraw Credit).

You must pay the Redraw Fee applicable to the Redraw Credit.

The terms and conditions set out in this Loan Contract will apply to your Redraw Credit.

We are not under any obligation to make Redraw Credit available to you and nothing in this agreement is to be construed as granting any right or entitlement to you to access the Redraw Credit Variations

12. Variations

- 12.1 **Acting reasonably**, we can change any terms of this Loan Agreement including the interest rate (except during a fixed rate term), the credit fees or charges, and the repayments. We can introduce new credit fees or charges. You will be notified in writing of any change in accordance with applicable laws on or before the day the change takes effect. You may not be notified of changes which reduce your obligations.
- 12.2 The interest rates and repayments shown in the financial information section in the Loan Agreement are correct at the Disclosure Date but may change prior to the Loan Date if the rate changes.
- 12.3 We will give you notice of any change in accordance with any requirement of the National Credit Code or any other code or law which may apply. For example, we will give:
 - (a) notice of an increase in the annual percentage rate by writing to you or by newspaper advertisement no later than the day on which the increase is to take effect;
 - (b) at least 20 days written notice if we increase

charges, change your liability for losses for transactions, or make any other change to this contract which increases your obligations or reduces the time for any payment; or

- (c) at least 30 days written notice of any change in the manner in which interest is calculated, or the frequency with which it is debited, or the imposition of a new fee or charge.

13. PPSA Provisions

- (a) PPSA means the Personal Property Securities Act 2009 (Cth).
- (b) You acknowledge that we will have a security interest under the PPSA in respect of the Secured Property, and you authorise us to register one or more security interests under the PPSA in respect of this document.
- (c) The rights and powers conferred on us by this document or the law are in addition to any rights and powers conferred by the PPSA.
- (d) For the avoidance of doubt, in addition to the powers under section 125 of the PPSA, we may take any action after default authorised by this document or the law, including delaying any disposal, leasing or action to retain any of the Secured Property.

14. General matters

14.1 Relevant legislation or statutes

There may be some statutes (i.e. laws passed by parliament) or other law (usually called common law) intended to limit our rights. None of those statutes or laws will operate to limit our rights under this Loan Agreement, unless by law those rights cannot be negated. In particular, we need not give any notice before exercising any right, power (including the power of sale), or remedy under this Loan Agreement unless required by law. If the law does require notice, we need only give one day's notice, or the shortest notice required by that law. If the law does require us to give you notice before exercising rights, we may not have to give notice if:

- (a) we believe on reasonable grounds that you have disposed of the Secured Property (or intend to) contrary to the terms of this Loan Agreement; or
- (b) we cannot locate you after making reasonable attempts to do so; or
- (c) you are insolvent; or
- (d) we are authorised by a court.

If any of the provisions of the Loan Agreement are illegal or become illegal at any time, the affected provisions will cease to have effect, but the balance

of the Loan Agreement will remain in full force and effect.

14.2 Perfect security

You must sign anything and do anything we require to further or more effectively secure our rights over the Secured Property or under this Loan Agreement.

14.3 Our certificate

A certificate signed by us or on our behalf as to an amount payable by you is conclusive and binding on you. In providing any certificate, we must act reasonably.

14.4 How we can deal with this Loan Agreement

We may assign, novate, or otherwise deal with our rights and obligations under this Loan Agreement in any way we wish. We may disclose personal and credit information about you in connection with any such dealing. You must sign anything and do anything we reasonably require to enable any dealing with this Loan Agreement. Of course, any dealing with our rights does not change your obligations under this Loan Agreement in any way.

14.5 Blanks

You agree that we may fill in any blanks in any document related to the Loan Agreement (such as an acknowledgment or date).

14.6 Consumer legislation

To the extent that this Loan Agreement is regulated under consumer legislation (e.g. the National Credit Code), any provisions which do not comply with that legislation have no effect, and to the extent necessary, this Loan Agreement is to be read so it does not impose obligations prohibited by that legislation.

We encourage you to obtain independent legal advice and independent financial advice.

14.7 Notices

We may give you a notice by personal delivery, prepaid ordinary post, facsimile or email sent to your address shown on your Loan Agreement, sent to your registered office (if you are a company), or sent to your last address known to us. We may also give a notice in any other way authorised by law.

The notice may be signed by any employee, solicitor, or agent on our behalf.

14.8 Updated details

You must tell us if you change your residential, postal or email address, or if you think there is any information that we should be aware of about your ability to comply with your Loan Agreement.

14.9 Joint borrowers

If there are two or more of you, each of you is individually liable, and all of you are jointly liable. This

means we may sue any one of you for the total amount you owe us.

References to a person includes companies, trusts and any other kind of body.

You agree that each borrower can bind each other borrower. Each other borrower and any guarantor will be liable even though they did not know about or did not agree to the transaction.

WARNING. This means that each one of you can be required to pay the whole amount even though you may have some other arrangement among yourselves or not all of you benefit equally.

14.10 Jurisdiction

This Loan Agreement is governed by the laws in the Australian state in which the borrower resides unless agreed by us, or not appropriate.

14.11 Internal dispute resolution

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting our Complaints Officer by:

- Telephone: 1300 034 626
- Website:
www.cashtrain.com.au
- E-mailing:
complaints@commitco.com.au
- Writing to:
c/o Complaints Officer,
Level 4/35 Prowse Street,
West Perth, WA, 6005

or by speaking to any representative of our business who will do everything they can to rectify your problem immediately. You should explain the details of your complaint as clearly as you can.

You may do this verbally or in writing. When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

14.12 Interpretation

In this Loan Agreement:

- (a) a reference to the singular includes the plural;
- (b) reference to a document includes any variation or replacement of it; and
- (c) headings in this agreement are for ease of reference only and not to assist interpretation.

If the borrower is a company, or if this loan is predominantly used for business purposes or investment purposes (except for investment in residential property) it will not be regulated by the National Credit Code despite any statement that the National Credit Code applies to this loan. The information statement below only applies to you if your loan is regulated by the National Credit Code.

IMPORTANT

BEFORE YOU SIGN

- READ THIS CONTRACT DOCUMENT so that you know exactly what contract you are entering into and what you will have to do under the contract.
- You should also read the information statement: "THINGS YOU SHOULD KNOW ABOUT YOUR PROPOSED CREDIT CONTRACT".
- Fill in or cross out any blank spaces.
- Get a copy of this contract document.
- **Do not** sign this contract document if there is anything you do not understand.

THINGS YOU MUST KNOW

- Once you sign this contract document, you will be bound by it. However, you may end the contract before you obtain credit, or a card or other means is used to obtain goods or services for which credit is to be provided under the contract, by telling the credit provider in writing, but you will still be liable for any fees or charges already incurred.
- You **do not** have to take out consumer credit insurance unless you want to. However, if this contract document says so, you must take out insurance over any mortgaged property, such as a house or car.
- If you take out insurance, the credit provider cannot insist on any particular insurance company.
- If this contract document says so, the credit provider can vary the annual percentage rate (the interest rate), the repayments and the fees and charges and can add new fees and charges without your consent.
- If this contract document says so, the credit provider can charge a fee if you pay out your contract early.

This notice is prescribed by law. Not all of the information may be relevant to you

If the borrower is a company, or if this loan is predominantly used for business purposes or investment purposes (except for investment in residential property) it will not be regulated by the National Credit Code despite any statement that the National Credit Code applies to this loan. The information statement below only applies to you if your loan is regulated by the National Credit Code.

Information statement

Things you should know about your proposed credit contract

This statement tells you about some of the rights and obligations of yourself and your credit provider. It does not state the terms and conditions of your contract.

If you have any concerns about your contract, contact the credit provider and, if you still have concerns, your credit provider's external dispute resolution scheme, or get legal advice.

The contract

1. How can I get details of my proposed credit contract?

Your credit provider must give you a precontractual statement containing certain information about your contract. The precontractual statement, and this document, must be given to you before:

- your contract is entered into; or
- you make an offer to enter into the contract; whichever happens first.

2. How can I get a copy of the final contract?

If the contract document is to be signed by you and returned to your credit provider, you must be given a copy to keep. Also, the credit provider must give you a copy of the final contract within 14 days after it is made. This rule does not, however, apply if the credit provider has previously given you a copy of the contract document to keep.

If you want another copy of your contract, write to your credit provider and ask for one. Your credit provider may charge you a fee. Your credit provider has to give you a copy:

- within 14 days of your written request if the original contract came into existence 1 year or less before your request; or
- otherwise within 30 days of your written request.

3. Can I terminate the contract?

Yes. You can terminate the contract by writing to the credit provider so long as:

- you have not obtained any credit under the contract; or
- a card or other means of obtaining credit given to you by your credit provider has not been used to acquire goods or services for which credit is to be provided under the contract.

However, you will still have to pay any fees or charges incurred before you terminated the contract.

4. Can I pay my credit contract out early?

Yes. Pay your credit provider the amount required to pay out your credit contract on the day you wish to end your contract.

5. How can I find out the pay out figure?

You can write to your credit provider at any time and ask for a statement of the pay out figure as at any date you specify. You can also ask for details of how the amount is made up.

Your credit provider must give you the statement within 7 days after you give your request to the credit provider. You may be charged a fee for the statement.

6. Will I pay less interest if I pay out my contract early?

Yes. The interest you can be charged depends on the actual time money is owing. However, you may have to pay an early termination charge (if your contract permits your credit provider to charge one) and other fees.

7. Can my contract be changed by my credit provider?

Yes, but only if your contract says so.

8. Will I be told in advance if my credit provider is going to make a change in the contract?

That depends on the type of change. For example:

- you get at least same day notice for a change to an annual percentage rate. That notice may be a written notice to you or a notice published in a newspaper.
- you get 20 days advance written notice for:
 - a change in the way in which interest is calculated; or
 - a change in credit fees and charges; or
 - any other changes by your credit provider;except where the change reduces what you have to pay or the change happens automatically under the contract.

9. Is there anything I can do if I think that my contract is unjust?

Yes. You should first talk to your credit provider. Discuss the matter and see if you can come to some arrangement.

If we do not reach agreement on your complaint, you may refer the complaint to our external dispute resolution provider:

- AFCA (Australian Financial Complaints Authority) by phone: **1800 931 678** or online at www.afca.org.au

AFCA are a member of the ASIC Approved External Dispute Resolution (EDR) Scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid.

You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at <http://www.asic.gov.au>.

Insurance

10. Do I have to take out insurance?

Your credit provider can insist you take out or pay the cost of types of insurance specifically allowed by law. These are compulsory third party personal injury insurance, mortgage indemnity insurance or insurance over property covered by any mortgage. Otherwise, you can decide if you want to take out insurance or not. If you take out insurance, the credit provider cannot insist that you use any particular insurance company.

11. Will I get details of my insurance cover?

Yes, if you have taken out insurance over mortgaged property or consumer credit insurance and the premium is financed by your credit provider. In that case the insurer must give you a copy of the policy within 14 days after the insurer has accepted the insurance proposal.

Also, if you acquire an interest in any such insurance policy which is taken out by your credit provider then, within 14 days of that happening, your credit provider must ensure you have a written notice of the particulars of that insurance.

You can always ask the insurer for details of your insurance contract. If you ask in writing, your insurer must give you a statement containing all the provisions of the contract.

12. If the insurer does not accept my proposal, will I be told?

Yes, if the insurance was to be financed by the credit contract. The insurer will inform you if the proposal is rejected.

13. In that case, what happens to the premiums?

Your credit provider must give you a refund or credit unless the insurance is to be arranged with another insurer.

14. What happens if my credit contract ends before any insurance contract over mortgaged property?

You can end the insurance contract and get a proportionate rebate of any premium from the insurer.

Mortgages

15. If my contract says I have to give a mortgage, what does this mean?

A mortgage means that you give your credit provider certain rights over any property you mortgage. If you default under your contract, you can lose that property and you might still owe money to the credit provider.

16. Should I get a copy of my mortgage?

Yes. It can be part of your credit contract or, if it is a separate document, you will be given a copy of the mortgage within 14 days after your mortgage is entered into.

However, you need not be given a copy if the credit provider has previously given you a copy of the mortgage document to keep.

17. Is there anything that I am not allowed to do with the property I have mortgaged? The law says you cannot assign or dispose of the property unless you have your credit provider's, or the court's, permission. You must also look after the property. Read the mortgage document as well. It will usually have other terms and conditions about what you can or cannot do with the property.

18. What can I do if I find that I cannot afford my repayments and there is a mortgage over property?

See the answers to questions 22 and

23. Otherwise you may:

- if the mortgaged property is goods - give the property back to your credit provider, together with a letter saying you want the credit provider to sell the property for you;
- sell the property, but only if your credit provider gives permission first; OR
- give the property to someone who may then take over the repayments, but only if your credit provider gives permission first.

If your credit provider won't give permission, you can contact their external dispute resolution scheme for help.

If you have a guarantor, talk to the guarantor who may be able to help you.

You should understand that you may owe money to your credit provider even after the mortgaged property is sold.

- 19. Can my credit provider take or sell the mortgaged property?**
Yes, if you have not carried out all of your obligations under your contract.
- 20. If my credit provider writes asking me where the mortgaged goods are, do I have to say where they are?** Yes. You have 7 days after receiving your credit provider's request to tell your credit provider. If you do not have the goods you must give your credit provider all the information you have so they can be traced.
- 21. When can my credit provider or its agent come into a residence to take possession of mortgaged goods?**
Your credit provider can only do so if it has the court's approval or the written consent of the occupier which is given after the occupier is informed in writing of the relevant section in the National Credit Code.

General

- 22. What do I do if I cannot make a repayment?**
Get in touch with your credit provider immediately. Discuss the matter and see if you can come to some arrangement. You can ask your credit provider to change your contract in a number of ways:
- to extend the term of your contract and reduce payments; or
 - to extend the term of your contract and delay payments for a set time; or
 - to delay payments for a set time.
- 23. What if my credit provider and I cannot agree on a suitable arrangement?**
If the credit provider refuses your request to change the repayments, you can ask the credit provider to review this decision if you think it is wrong.

If the credit provider still refuses your request you can complain to the external dispute resolution scheme that your credit provider belongs to. Further details about this scheme are set out below in question 25.
- 24. Can my credit provider take action against me?**
Yes, if you are in default under your contract. But the law says that you cannot be unduly harassed or threatened for repayments. If you think you are being unduly harassed or threatened, contact the credit provider's external dispute resolution scheme or ASIC, or get legal advice.
- 25. Do I have any other rights and obligations?**
Yes. The law will give you other rights and obligations. You should also READ YOUR CONTRACT carefully.

IF YOU HAVE ANY COMPLAINTS ABOUT YOUR CREDIT CONTRACT, OR WANT MORE INFORMATION, CONTACT YOUR CREDIT PROVIDER. YOU MUST ATTEMPT TO RESOLVE YOUR COMPLAINT WITH YOUR CREDIT PROVIDER BEFORE CONTACTING YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION SCHEME. IF YOU HAVE A COMPLAINT WHICH REMAINS UNRESOLVED AFTER SPEAKING TO YOUR CREDIT PROVIDER YOU CAN CONTACT YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION SCHEME OR GET LEGAL ADVICE. EXTERNAL DISPUTE RESOLUTION IS A FREE SERVICE ESTABLISHED TO PROVIDE YOU WITH AN INDEPENDENT MECHANISM TO RESOLVE SPECIFIC COMPLAINTS. YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION PROVIDER IS AFCA (AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY) 1800 931 678, BY EMAIL INFO@AFCA.ORG.AU OR IN WRITING TO GPO BOX 3, MELBOURNE VIC 3001.

PLEASE KEEP THIS INFORMATION STATEMENT. YOU MAY WANT SOME INFORMATION FROM IT AT A LATER DATE.