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| Guide to using Disclosure Documents |

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| **Credit Guide Disclosure Document** |
| 1. **When does the Credit Guide need to be given?** Each borrower must be given a Credit Guide promptly after it appears likely that the licensee will provide credit assistance. 2. **Who must be listed from your Panel of Lenders?** When listing panel lenders, if you have under 6 lenders on your panel you must list them all with the Credit Guide. If you have more than six lenders you must list at least six of your panel lenders within the credit guide, there is nothing to prohibit you from listing all of your panel lenders on the Credit Guide if you wish. 3. **Credit Representatives using your Credit Guide** Often a licensee appoints a company as a credit representative. When this occurs, a natural person also has to be appointed because the appointment of a company does not authorise any employees or directors of the company. The individual may be sub-authorised by the corporate credit representative, or may be directly appointed by the licensee. In both cases, it is the natural person dealing with the borrower that is to be named in the Credit guide as the relevant credit representative. |

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| **Quote Disclosure Document** |
| 1. **I will be charging a fee for providing credit assistance?** If you propose to charge a borrower, make sure there is no prohibition on doing so in the relevant Lender Agreement. You must not collect the fee before you have provided ‘credit assistance’. 2. **Can I obtain a fee for service even is a loan or lease is not obtained?**  You can collect a fee even if a loan or lease is not obtained, so long as you have provided credit assistance. You must not lodge or threaten to lodge a caveat to induce payment of your fee. 3. **When do I need to provide the quote?** Before providing credit assistance, the quote must be signed by the borrowers, dated and a copy given to each borrower |

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| **Proposal Disclosure Document** |
| 1. **When does the Proposal Disclosure Document need to be given?** The NCCP Act says you must give each borrower a copy of this document at the same time as providing ‘credit assistance’. It is acceptable to provide this document prior to that time. A proposal disclosure document is given by the licensee, even if you are a credit representative, because credit representatives only act as an agent for the licensee 2. **As a Proposal Disclosure Document is technically form the licensee, does a Credit Representative also need to provide this document?**  Yes, this document is also used by credit representatives, as the NCCP Act proceeds on the basis that credit representatives can only act as agents of licensees 3. **Do all three documents need to be provided separately to the client?**  The credit guide, quote, and proposal disclosure document can be combined into a single document if appropriate. |