

Personal Loans Part B - Standard Terms and Conditions



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Section 1 - These Terms and Conditions

1.1 Introduction

These Standard Terms and Conditions, together with our invitation letter set out the terms you are offering to enter into a loan contract with us. The terms of the invitation and the information required to be given to you before you enter into the contract are set out in two parts.

Your invitation letter contains Part A – Your Personal Loan Details ('Part A') and these terms and conditions are Part B – Standard Terms and Conditions ('Part B').

It is important that you read the invitation letter and these terms and conditions carefully and keep them for future reference. Once you have made the offer and we have accepted it, Part A and Part B contain the terms of your contract with us.

1.2 Electronic Access Terms and Conditions

These terms and conditions are in addition to and must be read with our Electronic Access Terms and Conditions. The Electronic Access Terms and Conditions set out your and our rights and obligations when you use an electronic access method to conduct a transaction in relation to this loan contract (e.g. when you use Phone or Internet Banking to make an additional repayment on your loan).

1.3 Your liability if there is more than one of you

If there is more than one of you applying for this loan contract, you are jointly and severally liable for the obligations under this loan contract. This means that we may require any one of you, or all of you, or any combination of you, to perform any of the obligations, or pay any amounts owing under this loan contract.

Section 2 - Words used in this loan contract

- a) **We, us** and **our** mean the person named as the credit provider in Section 2 of Part A.
- b) **You** means any person named as the borrower in Section 2 of Part A. If there is more than one person named, **you** means each of those persons separately and all of them as a group. **Your** and similar parts of speech have corresponding meanings.
- c) Some words used in Part B have special meanings. They are explained in Section 17.

Section 3 - Setting up your loan

3.1 Things you must have done

We only have to lend you the amount of credit if you:

- a) have made the offer contained in the invitation letter, we have conducted our assessment and accepted your offer;
- b) have paid us all the credit fees and charges that we require you to pay, or made arrangements for their payment which are satisfactory to us;
- c) have told us the purpose of the loan, which we have advised you is an acceptable purpose, and this purpose has not changed;
- d) have provided a direct debit authority form acceptable to us (or we have agreed to accept a different method of repayment) authorising us to withdraw amounts due under the loan contract, in Australian dollars, from an account in Australia;
- e) are not in default under this loan contract;
- f) have signed any borrowers acknowledgement we require as part of the application process; and
- g) have met any other special conditions in the loan contract.

3.2 Drawdown

- a) We need three working days notice to arrange for the amount of credit to be made available to you in your nominated account, or by any other method agreed with us. If you tell us by letter we need five working days.
- b) You may only borrow the amount of credit in a single borrowing, unless we agree otherwise.
- c) You must request the amount of credit to be paid into your nominated account (or by any other method agreed with us) no more than 90 days after the date of this loan contract, unless we agree on a later date. If you do not request payment of the amount of credit within this time we do not have to provide the amount of credit to you and we may end this loan contract.

Section 4 - How we calculate amounts in the financial table

When we calculate the repayment amounts and the total interest charges in the financial table:

- a) we assume the whole 'Amount of credit' specified in the financial table is paid into your nominated account on the disclosure date;
- b) we use the annual percentage rate in the financial table for the whole term of the loan;
- c) we assume each repayment is made on a repayment date and there are no prepayments; and
- d) we do not include credit fees and charges.

If any of these things does not happen, the actual repayment amounts and total interest charges may differ from the amounts in the financial table.

Section 5 - Repayments

5.1 Repayments

You must pay us each repayment by the repayment date for that repayment.

5.2 Non-working days

If a repayment date is not a working day, the repayment is not due until the next working day.

5.3 Repayment on the maturity date

On the maturity date, you must pay us:

- a) all the remaining loan balance;
- b) any interest accrued on the loan balance but not yet charged to your loan account; and
- c) any fees and charges or enforcement expenses payable on or before the maturity date but not yet charged to your loan account.

5.4 How you make repayments

- a) You must pay all amounts you owe us under this loan contract in Australian dollars by direct debit from your nominated account, unless we agree upon some other method with you. You may not make payments concerning this loan contract in any other way (such as by cash or cheque) unless we agree.
- b) Your nominated account may be with a bank or another financial institution and must be in the name of at least one of the borrowers. You must give us details of your nominated account. We must approve of your nominated account and the financial institution with which your nominated account is held.

Section 6 - Interest and default interest

6.1 Calculation of interest

Interest on the loan balance is calculated daily by applying the daily percentage rate (the annual percentage rate divided by 365) to the daily loan balance.

6.2 Default interest

If you do not pay us a repayment on time:

- a) interest on the default amount is calculated daily by applying the daily percentage rate for default interest (the default interest rate divided by 365) to the default amount until you actually pay it; and
- b) interest on the remainder of the loan balance is calculated in accordance with Section 6.1.

6.3 Charging of interest

Interest is charged to your loan on each interest debit date for the period from and including the prior interest debit date to (but not including) the current interest debit date. Interest will be charged to your loan on the first interest debit date for the period from and including the drawing date to (but not including) that first interest debit date.

6.4 End of day

For the purposes of calculating the daily loan balance a day ends at 3:00pm Melbourne time.

Section 7 - Fees and charges

7.1 Fees and charges payable

You must pay us either on demand or after we charge them to your loan account:

- a) the credit fees and charges in the financial table; and

- b) any government charges and duties payable on amounts we receive from you or credit to your loan account if we ask you to, whether or not you are primarily liable for them.

We may vary the credit fees and charges and may also introduce new credit fees and charges in accordance with Section 10.2.

7.2 Establishment fees are non-refundable

If:

- a) the contract is not entered; or
- b) this contract is terminated prior to drawing for any reason (including under the circumstances described in Section 3.1),

we do not have to return to you any amounts you have already paid us.

Section 8 - Application of payments

8.1 Order of application

Repayments received by us will be used to pay any amounts you owe us under this loan contract in any order.

8.2 Application between loan contracts

If you have any other loans with us and do not tell us how the repayment is to be applied, we may apply the repayment to any or all of your loans.

8.3 Account combination

- a) We may combine the balances of two or more of your accounts held with us, even if those accounts are not both loan accounts. For example, if your loan account has a payment overdue, we can use funds you have deposited in another account to make the overdue payment.

- b) We do not have to give you advance notice of when we are going to do this, but we will tell you promptly if we combine any of your accounts.

8.4 Set-off

We can set-off any deposit you have with us, or other money we are liable to pay you, against amounts which are due and payable under this loan contract.

Section 9 - Your loan account

9.1 We will let you know what you owe

We will send you a statement of account at least every six months.

9.2 When transactions on your account take effect

For the purposes of this loan contract, a debit or credit to your loan account is taken to have been made, and has effect, on the date we assign to the debit or credit, which may be different to the date we process it.

9.3 We may adjust your account

We may charge or credit your loan account to undo or adjust previous transactions (for example because of an error or because a cheque is dishonoured) and make other necessary changes (including to interest charges) that result from the first change.

Section 10 - Changes to your loan contract

10.1 General

We may change any of the terms or conditions of this loan contract (except for things in the financial table that we agreed not to change) without obtaining your agreement.

10.2 Changes in credit fees and charges

- a) We may change the amount, frequency, time for payment, or method of calculation of credit fees or charges, or may introduce new credit fees or charges.
- b) We will tell you about any of these kinds of changes (which do not reduce your obligations or extend the time for payment) at least 20 days before they take effect. We will do this either in writing to you or by advertising the change in a newspaper circulating in your state or territory.
- c) If we advertise a change in a newspaper, we will also give you information about it before or when the next statement of account is sent to you after the change takes effect.
- d) Where a change reduces your obligations, or extends the time for payment, we will only give you information about it before or when the next statement of account is sent to you after the change takes effect.

10.3 Other changes

- a) We will tell you about any other change (which does not reduce your obligations or extend the time for payment) to the terms and conditions of your loan contract by writing no later than 20 days before the change takes effect.
- b) We will only tell you about changes that reduce your obligations or extend the time for payment before or when we send you your next statement of account after the change takes effect.

10.4 We may transfer this loan

- a) We may transfer this loan contract, our rights in connection with this loan contract or your obligations under it without telling you or getting your consent.

- b) We may give information about this loan agreement and your obligations under it to anyone who is (or is considering) taking a transfer from us of this loan contract, our rights in connection with this loan contract or your obligations under it or who has taken a transfer of any of these things.

Section 11 - Your promises to us

11.1 Our reliance on the things you tell us

When we make this loan contract with you, we rely on the following statements that you make to us:

- a) you have read and understood the nature and effect of the loan contract (including both Part A & B);
- b) you understand the legal consequences of any default or breach by you or us under the loan contract;
- c) all information you have given us about yourself was true when you gave it to us and remains true as of the date you made the offer;
- d) there is no information about yourself which you have not given us which might reasonably be expected to have caused us not to enter into this loan contract;
- e) all statements you make to us in this loan contract, your credit application or which we have relied upon when we invited you to enter into this loan contract, are true and not misleading because of something you did not tell us; and
- f) you are entering this loan contract in your own right and not as trustee for any trust or as a partner in any partnership.

11.2 What you must do

You must tell us immediately if:

- a) there is a change in your personal circumstances or in your financial condition from those which you have told us about in Section 11.1;

- b) anything happens which makes any of the statements made by you in Section 11.1 untrue or misleading;
- c) you change your contact details (including your name, residential or postal address and any electronic address you have provided to us);
- d) you change your nominated account; or
- e) any default referred to in Section 13.1 happens.

Section 12 - Early repayment and prepayment

12.1 Early repayment

- a) You may repay all or part of the loan balance at any time. If you repay the entire remaining loan balance in full, you must also pay us any accrued interest, enforcement expenses and fees and charges not yet charged to your loan account.
- b) Unless we agree otherwise, you may make an early repayment of all or part of the loan balance only by electronic funds transfer from an account you hold with us in accordance with our Electronic Access Terms and Conditions.

Section 13 - Default

13.1 Events of default

You are in default if:

- a) you do not pay all amounts payable under this loan contract on time;
- b) you are in breach of any other provision of this loan contract;
- c) a statement you made in your application for credit or in Section 11 is false, misleading or inaccurate;
- d) all or any part of this loan contract becomes void, unenforceable or of limited force or effect;
- e) you die;

- f) you become or are deemed to be unable to pay your debts or an order is made for the management of your affairs under any law relating to mental health;
- g) any execution, attachment or other process is issued or enforced against any of your assets and is not set aside within seven days; or
- h) we form a reasonable opinion that there has been a material adverse change in your personal circumstances or in your financial condition from those which you told us prior to entering this loan contract; or
- i) you use any part of the amount of credit for a purpose that differs from the purpose set out in your application for credit or a purpose otherwise agreed by us.

13.2 What we may do if you are in default

If you are in default, we may, after complying with any notice or other requirements under law:

- a) demand immediate repayment of the entire remaining loan balance and any other amounts owing under this loan contract; and
- b) exercise our rights under this loan contract.

13.3 Enforcement expenses

- a) If you are in default, enforcement expenses may become payable under this loan contract. You agree to pay us any reasonable enforcement expenses we reasonably incur in exercising our rights under this loan contract including expenses we reasonably incur by the use of our staff and facilities.
- b) If the credit legislation does not apply to this loan contract, for example if the purpose of this loan is wholly or predominantly for business purposes or investment purposes (other than investment in residential property) this paragraph (b) applies to you instead of paragraph (a) above. You agree to pay us all costs and expenses (and in the case of

legal costs, on a full indemnity basis) which we incur due to any default under this loan contract.

- c) We may debit any amounts payable under this Section 13.3 to your loan account as they are incurred.

Section 14 - Resolving disputes

- a) If you have a complaint or believe an error or unauthorised transaction has been made on your loan account, you must tell us immediately.
- b) It is essential that you give us all the information you have to help us to resolve your concerns. If we can not resolve your concern immediately, we will require you to put your complaint in writing and send it to our Customer Relations department by:
 - secure email – via our Internet Banking Service, addressing the email to ‘Customer Relations Manager’; or
 - mail:
Customer Relations Manager
ME Bank
Reply Paid 1345
Melbourne VIC 8060
- c) Once we receive your complaint we will investigate it based on available evidence. Within 21 days of receiving your complaint we will either:
 - complete the investigation and inform you in writing of the outcome; or
 - inform you in writing that we need more time to complete the investigation.
- d) Unless there are exceptional circumstances, we will complete the investigation of your complaint within 45 days of receiving it. Where an investigation may continue beyond 45 days we will:
 - inform you in writing of the reasons for the delay and your right to have the matter reviewed by the Financial Ombudsman Service;

- provide you with monthly updates on the progress of the investigation; and
 - inform you of a date when a decision can be reasonably expected.
- e) When we have completed our investigation we will inform you in writing of the outcome of the investigation and the reasons for our decision and, unless the complaint has been completely resolved in your favour, what further complaint resolution options exist.
- f) If you are still not satisfied after the completion of the investigation, you may wish to contact the Financial Ombudsman Service.

Section 15 - General

15.1 How notices are given to you

- a) Notices given in connection with this loan contract must be in writing.
- b) We can send or deliver notices to you:
- at a postal or residential address that you have nominated;
 - a residential address that we believe is then your current residential address; or
 - by electronic communication to your nominated electronic address, electronic equipment or device or by making such information available to you for retrieval from our website. We will only use this method if you have agreed and if we follow the requirements of any applicable law or code of conduct that we subscribe to.
- c) Unless we tell you otherwise, all notices you send to us should be delivered or sent to:

Account Origination
 ME Bank
 GPO Box 1345
 Melbourne VIC 3001

15.2 When a notice is given

- a) Notices delivered personally are taken to be given at the time of delivery.
- b) Notices sent by pre-paid post are taken to be given when they would be received in the ordinary course of post, but no later than the second working day after posting, even if not received for any reason.
- c) Notices sent by fax will be treated as given when the machine from which they were sent indicates that they have been successfully transmitted.
- d) Any other electronic notices are taken to be given on the day that the electronic communication containing the notice or notifying you that the notice is available for retrieval enters your information system.

15.3 Certificate

If we give you a certificate which states the amount owed by you under this loan contract or any other matter relating to this contract, the certificate will be sufficient evidence of the amount or matter unless you prove it to be incorrect.

15.4 Credit legislation

- a) If any credit legislation applies to this loan contract and:
- the legislation would otherwise make a clause or section of this loan contract illegal, void or unenforceable; or
 - a clause or section of this loan contract would otherwise contravene a requirement of the legislation or impose an obligation or liability which is prohibited by the legislation,
- this loan contract is to be read as if that clause or section were varied, or the amount of the obligation or liability reduced, to the extent necessary to comply with the legislation or, if necessary, omitted.
- b) If the credit legislation does not apply to this loan contract, for example if the

amount of credit is to be applied wholly or predominantly for business purposes or investment purposes (other than investment in residential property):

- the information statement '**THINGS YOU SHOULD KNOW ABOUT YOUR PROPOSED CREDIT CONTRACT**' does not apply; and
- the reference to the information statement in the box immediately above the place for your signature in Part A does not apply.

IMPORTANT

If the amount of credit is to be applied wholly or predominantly for business purposes or investment purposes other than investment in residential property (e.g. to purchase shares) the credit legislation does not apply to this loan contract.

15.5 Counterparts

This loan contract may be signed in any number of counterparts. All counterparts taken together constitute one document.

15.6 Entire agreement

This loan contract supersedes all previous agreements for the borrowing of the amount of credit and contains the entire agreement of the parties in respect of its subject matter.

15.7 Account operations

If there is more than one of you, you nominate and authorise any one of you to operate on the loan account, including:

- a) changing your repayment dates, amount, or frequency; and
- b) initiating electronic direct debits or direct credits.

If there is more than one of you, all of you may nominate in a form acceptable to us that all of you are required to authorise operations on the loan account.

15.8 Additional requirements

If we believe it is necessary to enable us to comply with any law, regulatory requirement or internal compliance program that we are legally required to have:

- you must provide us with any information or assistance we request;
- we may disclose your information to third parties, including government or regulatory bodies, law enforcement bodies and other financial institutions; and
- we may block access to your loan account or delay or block a transaction to or from your loan account.

Section 16 - Privacy

- a) Your privacy is important to us. We observe the National Privacy Principles in the Privacy Act 1988 and other applicable privacy laws to protect the privacy of your personal information.
- b) Your personal information (including information collected on and pursuant to your application) may be shared between, and used by us and our subsidiaries and associated companies for the purpose of verifying your identity, assessing your application, establishing and administering your loan account, and for related purposes including:
 - consideration of any other application made by you to us for financial products or services;
 - customer relations including management of our relationship with you and market or customer satisfaction research and product development;
 - compliance with legislative and regulatory requirements (including without limitation the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth));

- compliance with payment systems requirements;
 - our internal operations including record keeping, risk management, credit scoring, securitisation and portfolio analysis; and
 - arrangements with other organisations to provide services in relation to our products and services (for example, we may arrange for a mailing house to distribute your statement of account to you).
- c) We may also disclose your personal information for those purposes to organisations such as:
- credit reporting agencies;
 - our service providers and alliance partners;
 - our agents, contractors and external advisers (for example, our lawyers and collections agents);
 - your referees, including your employer;
 - your legal and financial advisers;
 - government and other regulatory bodies, law enforcement bodies and courts;
 - external dispute resolution bodies (for example, the Financial Ombudsman Service);
 - rating agencies;
 - payment system operators; and
 - other financial institutions and credit providers.
- d) We may at any time do any of the following things where permitted by the Privacy Act 1988:
- seek and use consumer credit information (including a consumer credit report from a credit reporting agency) about you to assess your application (including, if applicable, for the provision of credit);
 - seek and use a credit report about you provided by a credit reporting agency to collect overdue payments;
 - seek from and use, or give to any credit provider named in a credit report provided by a credit reporting agency, any information about your credit worthiness, credit standing, credit history or credit capacity to assess this application;
 - give personal and credit information about you to a credit reporting agency including:
 - identity particulars;
 - that credit has been applied for and the amount;
 - that we are a current credit provider to you;
 - payments which are overdue and for which collection action has commenced;
 - that payments are no longer overdue;
 - that you have committed a serious credit infringement; and
 - that this loan has been paid or finalised;
 - give any report about you to another person or body in connection with loan securitisation arrangements;
 - give, request and receive information about your consumer/personal information, including the payment figure in respect of any of your credit, to any accountant, lawyer, broker, other adviser or bank acting on your behalf;
 - give any report, copy of any loan agreements or other document or information about you to any person who has, or will guarantee or provide property as security for the repayment of credit provided to you.
- e) You may request access to your personal information held by us in relation to your loan by:
- calling us on 1300 654 998; or

- writing to:
Privacy Officer
ME Bank
GPO Box 1345
Melbourne VIC 3001
- f) We, our subsidiaries, and associated companies may use your personal information to keep you up to date with other products and services. If you do not want us to do this, please contact us. You do not need to contact us if you have previously informed us that you do not wish to receive information on other products and services.

Section 17 - Meanings and interpretation of words in this loan contract

17.1 Meanings of words

amount of credit means the amount specified as the 'Amount of credit' in the financial table and any additional amount of credit we provide to you under this loan contract or any variation to it.

annual percentage rate means the interest rate referred to in the 'Annual percentage rate' section of the financial table.

credit fees and charges means fees and charges payable in connection with this loan contract but does not include:

- interest charges (including default charges);
- Government charges and duties on receipts or withdrawals; or
- enforcement expenses.

credit legislation means the National Consumer Credit Protection Act 2009 (Cth) (incorporating the National Credit Code), including any amendments to or regulations under that legislation.

daily loan balance means the loan balance at the end of a day.

default amount means the amount of any payment due under this loan contract and remaining unpaid after the date on which you are required to pay it.

default interest rate means the annual percentage rate plus 2% per annum.

drawing date means the date we first provide funds to you and 'drawing' has a corresponding meaning.

financial table means Section 1 of Part A.

interest debit date is each date interest charges are to be debited to your account being:

- the 15th day of each month;
- the maturity date or any earlier date you pay the loan balance in full; and
- whenever we provide additional funds to you in connection with:
 - an increase in the amount of credit; or
 - a variation to the loan contract.

invitation letter means our letter to you containing Part A and enclosing Part B.

loan account means the account or accounts we open in your name on our books and records for the purposes of this loan contract.

loan balance means at any time the difference between all amounts debited and all amounts credited to your loan account up to that time.

loan contract means the loan contract you make with us when we receive and accept your offer contained in a copy of our invitation letter signed by you, as may be varied from time to time.

maturity date means the last day of the term.

repayment means each amount you are required to pay us specified in the 'Repayments' section of the financial table, as these amounts may be varied from time to time under Section 10.3 or by agreement between you and us.

repayment date means:

- if your repayments are monthly, the date that is 28 days after the drawing date and each monthly anniversary of that date,

provided that if there is no corresponding day in a particular month, the repayment date for that month will be the last day of that month; and

- if your repayments are fortnightly, the date that is 14 days after the drawing date and each fourteenth day after that.

The repayment dates may be changed under Section 10.3 or by mutual agreement between you and us.

repayment period means the length of time between repayments (e.g. a fortnight or a month, as the case may be).

term means a period beginning on the drawing date and continuing for the period referred to in the 'Repayments' section of the financial table.

working day means a day on which banks are open for business in Melbourne, excluding any Saturday, Sunday or public holiday.

your nominated account means your bank account or accounts you nominate in writing to us for purposes of repayment to us by direct debit.

your state or territory means the state or territory in which you reside at the time this loan contract is entered into.

17.2 Interpreting these terms and conditions

In this loan contract:

- a) headings are only for convenience and do not affect the interpretation of this loan contract;
- b) the singular includes the plural and the other way around;
- c) references to a document or agreement include all variations, novations or replacements to it;
- d) a reference to a clause or a section is (unless otherwise indicated) a reference to a clause or a section of this Part B;

- e) references to any person (including you and us) include the person and the successors in title, transferees or executors of the person; and
- f) the use of the word 'including' in a clause as an introduction to a list of things does not limit the clause to that list or to things of a similar type.

Important

We are required to provide you with this information statement if the National Credit Code applies to this loan contract. The information statement does not apply if the purpose of the loan is wholly or predominantly for business purposes or investment purposes other than investment in residential property.

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 that is not successful you may contact your credit provider's external dispute resolution scheme. 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 the Financial

Ombudsman Service and can be contacted at:

Financial Ombudsman Service Limited

GPO Box 3

Melbourne VIC 3001

Phone: 1300 78 08 08

Email: info@fos.org.au

Website: www.fos.org.au

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 www.asic.gov.au.

General

10 What do I do if I can not 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.

11 What if my credit provider and I can not 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 13.

12 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, the credit provider's external dispute resolution scheme or ASIC, or get legal advice.

13 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 THE FINANCIAL OMBUDSMAN SERVICE AND CAN BE CONTACTED AT:

Financial Ombudsman Service Limited

GPO Box 3

Melbourne VIC 3001

Phone: 1300 78 08 08

Email: info@fos.org.au

Website: www.fos.org.au

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For more information please call
1300 654 998 or visit
[mebank.com.au](https://www.mebank.com.au)