



Effective Date: 1 October 2021

## Credit Guide

This Credit Guide gives you important information about the products we provide which are regulated by the National Consumer Credit Protection Act 2009 ('consumer lending products').

In this document, the words 'we', 'us', 'our' and 'AMP Bank' refer to AMP Bank Limited ABN 15 081 596 009, Australian Credit Licence 234517.

AMP Bank's consumer lending products include:

- home loans; and
- residential property investment loans.

### AMP Bank is required to:

1. make reasonable enquiries about your requirements and objectives in relation to the credit,
2. make reasonable enquiries about your financial situation (ie to determine whether you can repay the loan),
3. take reasonable steps to verify your financial situation, and
4. make a final assessment as to whether the credit contract is 'not unsuitable' for you.

In making our assessment on whether the contract will be unsuitable, we will only take into account information about your financial situation, requirements or objectives, or any information prescribed by the regulations that we had reason to believe was true or would have reason to believe was true if we made reasonable inquiries or taken reasonable steps to verify that information.

In addition, AMP Bank must assess a credit contract as unsuitable where it is likely that:

1. you will be unable to comply with your financial obligations under the contract, or such compliance would cause you substantial hardship, or
2. the contract will not meet your requirements or objectives.

Substantial hardship is presumed if you could only comply with your financial obligations under the credit contract by selling your principal place of residence, unless we prove otherwise.

AMP Bank must not enter into a credit contract or increase the limit on a credit contract that will be unsuitable for you. AMP Bank must provide you with a copy of the final assessment that the credit is 'not unsuitable' for you if you request it before entering into the credit contract or increasing the credit limit. You may also request a copy of the assessment within seven years of entering into a credit contract or increasing your credit limit. If you request a copy of the final assessment within two years of entering into a credit contract or increasing your credit limit, AMP Bank must provide it to you within seven business days. Otherwise AMP Bank must provide you with a copy of the final assessment within 21 days of your request.

### Complaints and dispute resolutions process

From time to time you may be unhappy with a product or service provided by AMP Bank. If you are dissatisfied with a product or service provided by us to you (a complaint) or if your complaint has not been effectively resolved when you bring it to AMP Bank's attention (a dispute), then you must tell us promptly. Each complaint or dispute is logged in our internal complaint handling system and assigned to the appropriate person to resolve.

We have two types of dispute resolution processes: internal dispute resolution process and external dispute resolution process. Both of the processes are free of charge for you to use.

## AMP Bank's internal dispute resolution process

If your complaint cannot be resolved at first contact, we will keep you informed of the progress and aim to give you a full response to your complaint within 21 days. We will provide you with the name and contact information of the internal staff member responsible for handling your complaint.

If the complaint can be resolved to your satisfaction within five business days of you making the complaint, we will not provide you with a written response unless you have asked for a response in writing.

If the complaint is not resolved within 21 days, we will advise you that more time is required and keep you informed at regular intervals of the status of your complaint.

Other than in exceptional cases we will take less than 30 days from receiving your complaint to complete our investigation. If we don't, we will:

- inform you of the delay including the reasons for the delay
- provide you with monthly updates on the progress of the investigation
- specify a date when a decision can reasonably be expected, and
- provide you with the name and contact details of our external dispute resolution providers.

When we complete our investigation, we will provide you with a written response including:

- the outcome of the investigation including the reasons for our decision with reference to any relevant provisions on the terms and conditions
- your rights to refer the complaint to an external dispute resolution provider
- the name and contact details of the external dispute resolution provider.

### Our contact details are:

**Write to us:** AMP Bank,  
Locked Bag 5059  
PARRAMATTA NSW 2124

**Call us:** 13 30 30 Monday to Friday 8am to 8pm  
Saturday and Sunday 9am to 5pm  
(Sydney time)

**Email us:** [info@ampbanking.com.au](mailto:info@ampbanking.com.au)

## AMP Bank's external dispute resolution process

If you are not satisfied with our internal dispute resolution or the way we handle your complaint, you may refer it to the Australian Financial Complaints Authority (AFCA). The AFCA is a completely independent and impartial body to deal with complaints from customers in the financial system. This service is free of charge to you. Please try to resolve your dispute directly with us before contacting the AFCA.

### The Australian Financial Complaints Authority's contact details are:

**Write to AFCA:** Australian Financial Complaints Authority  
GPO Box 3,  
MELBOURNE VIC 3001

**Call AFCA:** 1800 931 678 (free call)

**Email AFCA:** [info@afca.org.au](mailto:info@afca.org.au)

**AFCA's website:** [afca.org.au](http://afca.org.au)

Time limits may apply to complain to the AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.