

Symple Loans Credit Guide

This credit guide provides you with information about us as a marketplace lender, our responsible lending obligations to you, and how you can contact us if you are not satisfied with any aspects of our product or service.

We hope this guide helps you to make an informed decision before entering into a credit contract with us. If you need any further information, please contact one of our loan specialists on 1300 330 295.

About Us

Symple Loans Pty Ltd (ACN 624150849) is a credit provider operating under the Australian Credit Licence number 509222 and registered with the Australian Financial Complaints Authority (AFCA) 41278.

Our responsible lending obligations to you

It is against our company principles and prohibited by law to provide credit that is unsuitable for you. A credit contract is considered unsuitable for you if:

- it is likely you cannot meet your financial obligations under the credit contract or could only comply with the credit contract by suffering substantial hardship; or
- it does not meet your stated requirements and objectives.

Whether the contract creates a substantial hardship will depend on a number of circumstances. However, substantial hardship will be presumed if you would only be able to meet the requirements of the contract by selling your principal place of residence.

Assessment

We must assess your contract to ensure that it is not unsuitable for you. To help us to make this assessment we will:

- make reasonable inquiries about your financial situation (i.e. your income, expenses and liabilities);
- make reasonable inquiries about your requirements and objectives (i.e. your loan purpose);
- take reasonable steps to verify your financial information (i.e. requesting for evidence of your income); and
- use this information to make a final assessment to determine whether the credit contract is “not unsuitable” for you.

You can ask for a written copy of our final assessment, which will include a summary of the inquiries we made and the factual information we relied on to make our assessment. You can ask for this assessment either before you decide to accept our credit contract or up to 7 years after you enter into the credit contract.

We will provide the assessment within 7 business days if you accepted the contract within 2 years from your request. Otherwise, we will provide the assessment within 21 business days. However, we are not required to give you a copy of the assessment if the credit contract is not entered into or the credit limit is not increased (as applicable). There is no charge for the supply of this assessment.

Our Dispute Resolution Process

One of our core company principles is customer commitment. Our goal is to be unwavering in our commitment to offering outstanding products and experiences that consistently meet the needs and expectation of our customers. That is why it is important for us to hear from our customer. If there are any aspects of service, product or loan contract that is not in line with your expectation, please contact us on 1300 330 295 or email us at customerservice@sympleloans.com.au. This is a necessary and important first step in the complaint handling process.

Our commitment is to acknowledge and discuss your concerns with you within 2 business days and with the aim to resolve the matter within 5 business days. If longer time is required, we will update you on our progress regularly.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Contacting Us

You can contact us in the following ways:

Online: www.sympleloans.com.au

Email: customerservice@sympleloans.com.au

Phone: 1300 330 295