

This is a Credit Guide of MoneyMe Financial Group Pty Ltd ("MoneyMe") ACN163 691 236 of Level3, 131 Macquarie Street, Sydney NSW 2000. MoneyMe's Australian Credit Licence number is 442218

## Our internal dispute resolution procedures

We live for our customers, and we understand that sometimes things don't work out as they should. If you have a complaint or dispute, please talk to us.

You can contact us on [1300 669 059](tel:1300669059) or alternatively, email us on [complaints@moneyme.com.au](mailto:complaints@moneyme.com.au).

We'll acknowledge receipt of your complaint within two business days, and we'll try to resolve it within five. We only ask that you provide as much information as possible to assist us in a quick resolution.

If the matter is more complex, it may take a longer time to resolve. We'll aim to resolve your complaint within 45 business days at the absolute most. In such cases, we'll ensure we keep you informed of the progress of the matter throughout.

## Our external dispute resolution scheme

If you consider that this does not resolve the matter, you may contact our independent external dispute resolution scheme.

MoneyMe is a member of an Australian Securities and Investments Commission ("ASIC") approved external dispute resolution scheme, Australian Financial Complaints Authority ("AFCA"). The processes at AFCA are impartial, independent and free for our customers.

AFCA's contact details are:

- Phone: [1300 56 55 62](tel:1300565562)
- Post: GPO Box 3 Melbourne VIC 3001
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Website: <https://www.afca.org.au>

## Copy of Assessment

If you ask us for a copy of our assessment as to why we approved your contract we must give you a copy of it. If you request it before entering into the agreement, we must provide it before the contract is entered into.

If you ask for it up to 2 years after the agreement is signed, we must give it to you within 7 business days. If you ask for it within 7 years of the agreement being signed, we must give it to you within 21 business days.

## Our Responsible Lending Obligations

We are not permitted by law to enter into an agreement with you, which is unsuitable. This means that we must make an assessment that you can meet your financial obligations under the agreement without substantial hardship and the agreement meets your requirements and objectives.

For us to make that assessment, we are required to:

- Make reasonable enquires about your requirements and objectives in relation to your credit contract with us;
- Take reasonable steps to verify your financial situation; and
- Make any inquiries prescribed by regulations about any matters prescribed by the regulations.

## Contact Details

You can always reach us on phone and email during our business hours. Our contact details are

- Phone: [1300 669 059](tel:1300669059)
- Email: [canwehelpyou@moneyme.com.au](mailto:canwehelpyou@moneyme.com.au)

Live Chat is also available on our website.