

evolve.
LENDING AND FINANCE

Professional advice from **credit experts.**

Credit and Services Guide



Evolve Lending & Finance is one of the Australia's Leading Privately Owned Credit Advisory Firms.

Evolve Lending & Finance is a finance broking business. Put simply, we help you source finance (money) for things like buying a home, funding a business, purchasing a car and more.



Are Evolve Lending & Finance experts in finance broking?

There is a piece of law called the National Consumer Credit Protection Act 2009 (Cth) which sets out all of the rules of lending, leasing and finance broking.

To make sure that Evolve Lending & Finance complies with this law, our business and all our brokers need to have the right licences to be able to provide credit advice and source finance for you. For that reason, we make sure that our brokers are comprehensively trained and qualified.

Why not just go straight to the bank?

Over 75% of all new home loans in Australia are facilitated by mortgage brokers. This is because brokers have access to dozens of different lenders so they can find a product that suits you. These lenders include banks, non-banks, credit unions and building societies.

What this means is that Evolve Lending & Finance can source finance for you based on your priorities, not the priorities of your lender. Whether you are simply looking for the best interest rate, want flexibility within your loan facility or are looking for something like an off-set facility, our brokers will find you the loan that ticks all of your boxes.



The way it works is

In order to legally provide finance broking services and credit advice in Australia you must hold or be an authorised representative of an Australian Credit Licence holder



Australian Credit Licence holders are allowed to appoint **“Credit Representatives”** who can offer finance broking services under their licence.



Because Evolve Lending & Finance provide all our brokers with the right training and qualifications, our brokers are authorised **“Credit Representatives”** who can provide finance broking services under our Australian Credit Licence holder.

What qualifications are you talking about?

All of our brokers have the following qualifications:

- ▶ Certificate IV in Financial Services (Finance and Mortgage Broking)
- ▶ Diploma of Finance and Mortgage Broking Management
- ▶ Mortgage and Finance Association of Australia membership
- ▶ Licenced credit representatives under the Licence of Beagle Finance

What does all of that mean? Evolve Lending & Finance is fully Licenced and comprehensively qualified to provide mortgage broking and finance services to you. Our brokers are the best in the business.

Surely Evolve Lending & Finance don't do all of this for you just because they are a really nice company?

While we are really nice, like anyone in business we get paid for the services we provide you, and this is how:

- ▶ The lender you decide to source your finance from pay us a commission for facilitating the loan that is calculated in accordance with the size of the loan amount (which means the bigger your loan, the bigger our commission).
- ▶ There are two types of commission, an introduction commission and an ongoing commission:

Introduction commission

- ▶ If you are a new customer, we get a commission on the full loan amount.
- ▶ If you are an existing customer, we get a commission on the amount of the loan increase.

The specifics



The lender pays the commission to Beagle Finance Pty Ltd.



Beagle Finance Pty Ltd takes a fee from the commission.



Evolve Lending & Finance are paid the balance.



The average number of total hours we spend on every application from initial enquiry through to settlement.

Ongoing commission

You might have heard of this referred to as a “trail” or “trailing commission”. We get paid a monthly amount for looking after you whenever you need help in relation to your loan. This amount is calculated every month on the balance of your loan. Evolve Lending & Finance may also charge you for some of the work we do in addition to commission. This tends to be in circumstances where your finance application is complex and requires a significant amount of work and the commission doesn’t adequately remunerate us for the work required to be done. If this is the case, we will tell you before you have to decide whether or not you want to proceed with your application.

Evolve Lending & Finance aims to be as transparent as possible. Our brokers will happily discuss our commission structure and any other amount of money that we are paid for the service we provide to you. If you are a residential or commercial loan customer, this information can also be found in our Credit Quote and Proposal Document.

Evolve Lending & Finance say that they’re “transparent”, but what does that really mean?

We have a number of policies in place to make sure that our clients know that we are providing a service to them for the right reasons. We achieve this with the following policy: Any form of alternate remuneration (like gifts, or vouchers or anything other than our commission) that exceeds \$500 in value must be disclosed to you. This rule applies even if the benefit goes to someone else other than our broker, such as our broker’s spouse, a member of our broker’s family or a staff member of Evolve Lending & Finance.



My broker is asking me some really personal questions, why does he or she need all of that information?

Our brokers will need detailed personal information about you and your finances to make sure that you meet the lending criteria for any of the loans you apply for. Information collected by any of our brokers is collected on behalf of Evolve Lending & Finance and you do not need to worry we have a very strict privacy policy and your personal information will not be shared with anyone outside Evolve Lending & Finance other than the lender or lenders you are considering sourcing a loan from and people or entities directly affiliated with Evolve Lending & Finance. This might also include contractors such as lawyers, financial planners, insurance advisors, accountants or other service providers who work with Evolve Lending & Finance.

Please understand that without getting this information from you, our brokers would not be able to do the job of finding the best product for you from our panel of lenders. We need to find a product that ticks all of your boxes and a lender that will provide you with finance based on your personal and financial information. Here's some of the information we might need from you:

- ▶ Information about why you are borrowing
- ▶ Information about your current financial situation including income, expenses, savings, assets and liabilities
- ▶ We might need to verify your financial information and may ask for bank statements and other documents to do this
- ▶ We need to make sure you can afford to repay your loan, so we may ask for income details together with payslips, group certificates or other income information.

We respect your privacy immensely, so if you have any questions about our privacy policy, please contact our Privacy Officer who will be more than happy to help: Evolve Lending & Finance The Privacy Officer, Level 5 115 Pitt Street, Sydney, NSW 2000. Phone: 1300 112 355 Email: enquiries@evolvelending.com.au

If I use a broker, which lender am I going to end up with? Do I have a say?

You are completely in control of which lender you choose to source finance from. Our job is to find out what your needs are, and source lenders that can meet those needs for you. To do this, we have an extensive panel of lenders we work with.

Here's some of the lenders you will get to choose from depending on your personal circumstances:

- ▶ Adelaide Bank
- ▶ AMFIN (formerly Approved Motor Finance)
- ▶ AMP Bank
- ▶ ANZ
- ▶ ANZ Asset Finance
- ▶ ANZ Commercial
- ▶ ASCF
- ▶ Australian Military Bank
- ▶ Auswide Bank
- ▶ Automotive Financial Services
- ▶ Bank of China
- ▶ Bank of Melbourne
- ▶ Bank of Queensland
- ▶ BankSA
- ▶ Bank of Sydney
- ▶ Bankwest
- ▶ BC Invest
- ▶ Better Choice Home Loans
- ▶ Bluestone
- ▶ Branded Financial Services
- ▶ Brighten Home Loans
- ▶ Brigit
- ▶ CarStart Finance
- ▶ CBA
- ▶ CBA Commercial
- ▶ Citibank
- ▶ Deposit Power
- ▶ Finance One
- ▶ Firefighters Mutual Bank
- ▶ Firstmac
- ▶ Granite Home Loans
- ▶ GreenLight Auto
- ▶ Health Professionals Bank
- ▶ Heartland Reverse Mortgages
- ▶ Hejaz Islamic Credit Solutions
- ▶ Heritage
- ▶ HomeStart SA Only
- ▶ Honey Insurance
- ▶ IMB
- ▶ ING
- ▶ Judo Bank
- ▶ Keystart
- ▶ La Trobe
- ▶ Latitude Financial Services
- ▶ Latitude Motor
- ▶ Latitude Personal Finance
- ▶ Liberty FS
- ▶ Liberty FS Asset
- ▶ Liberty FS Motor
- ▶ MA Money
- ▶ Macquarie Bank
- ▶ Macquarie Commercial
- ▶ Macquarie Leasing
- ▶ ME Bank
- ▶ Medfin
- ▶ Money3
- ▶ MoneyPlace
- ▶ Myloan

- ▶ MyState
- ▶ NAB
- ▶ NAB Commercial
- ▶ NOW Finance
- ▶ ORDE Financial
- ▶ Paramount
- ▶ Pepper Asset Finance
- ▶ Pepper Money
- ▶ Pepper Personal Loans
- ▶ Plenti
- ▶ Premium Capital
- ▶ Qudos Bank
- ▶ Resimac Prime
- ▶ Resimac Specialist
- ▶ ScotPac
- ▶ St George
- ▶ St George Commercial
- ▶ Suncorp
- ▶ Suncorp Commercial
- ▶ Teachers Mutual Bank
- ▶ Thinktank
- ▶ Ubank
- ▶ UniBank
- ▶ Virgin Money
- ▶ Westpac
- ▶ Westpac Commercial
- ▶ WISR

There's been all this talk about “**finance broking**”. What is Evolve Lending & Finance actually going to do for me?

It is important that you know exactly what we are going to do for you.

Our services include:

Assisting you to make a choice of a loan or lease or other finance product that is suitable for your purpose

Providing you with information on a broad range of finance providers and loan products

Assisting you in obtaining approval for the finance you choose

Ahead of the game

Over the lending timeline from an initial enquiry through to settlement of funds and beyond there are many opportunities for the process to fall off the rails.

Our passionate support staff proactively manage every file to ensure your application stays on track.

INITIAL STAGE



Discovery stage

We begin every new relationship in two parts. The first part is designed to allow both parties to get to know each other and to form a client/ adviser relationship. It is at this stage we ascertain what your needs, goals, concerns and dreams for the future are



Analysis stage

We begin every new relationship in two parts. The first part is designed to allow both parties to get to know each other and to form a client/ adviser relationship. It is at this stage we ascertain what your needs, goals, concerns and dreams for the future are



In summary

We have access to the right contacts and specific resources for all our lenders. This means that any application we prepare on your behalf is not a game of chance when it comes to the approval it's a carefully assessed, researched and planned process to ensure your deal moves seamlessly across the desk of the credit assessor.



Application stage

During the application stage we gather the supporting documentation we need in order to prepare a precise loan application that will move without friction through the banks assessment process.

This stage involves the preparation of two documents:

► **Your Statement of Credit Assistance**

Details of your proposed loan and any commissions we are paid by the lender or fees you need to pay us.

- **Your Loan Application** This section includes the specific application and requirements for the proposed lender and product.



Settlement stage

This is an administrative function that will begin once your loan has been submitted to the lender. Our administration team will see your application through to approval, oversee any valuations, and carefully monitor and track the progress of your loan through to settlement. We will liaise directly with you, the lender, real estate agents and legal representatives to ensure this phase of the transaction is as smooth as possible.

Our service does not stop once your purchase, restructure or refinance has settled. We will continue to keep your best interests at the forefront of what we do, offering regular reviews and being available to assist you with any queries and future borrowing needs.



Document
check and
credit
assessment



Pre-approval



Security
Valuation



Formal
Approval



Loan
Documents



Settlement

ONGOING STAGE

1

First Home Buyer

We understand that buying your first home can be a daunting experience. Our expert team of Credit Advisers and Customer Service professionals offer support and guidance throughout the whole process, ensuring your experience is an enjoyable one.

2

Home Upgrader and Investor

Our Credit Advisers guide you through the range of options available when looking to upgrade (or downsize) your current home. We have a high level of experience covering simple transactions through to the most complex investment structures. We also offer detailed property and cost reports so you can make the best choices for your investment.

3

Self-managed Super Fund

As trained SMSF lending experts we will take charge of what can be a complex process. We oversee financial planners, legal practitioners, accountants and real estate agents – as well as looking after the finance to ensure you reach your goals and take control of your financial future.

4

Reverse Mortgage

We understand the sensitivity and serious consideration taken to access equity via a reverse mortgage. Our Credit Advisers will ensure you understand the process, how the loan works, and that you receive the right financial and legal advice before making a decision.

5

Vehicles

Outside property, this is usually the second largest purchase people make in their lifetime. Cars can be a practical tool or an expression of who we are. At Evolve Lending & Finance we pride ourselves on providing exceptional fast vehicle finance with the most competitive lenders to make sure you have the keys to your new car sooner.

6

Business and Equipment

We help your business by assisting you to get the finance you need to grow. Be it funds to purchase machinery and equipment, business lines of credit and overdrafts to assist with cash flow, or capital to purchase a new or existing business

ONGOING STAGE

7

Commercial and Industrial

Lending for commercial and industrial property is vastly different to standard residential lending. For this reason we have dedicated Commercial Credit Advisers who specialize in this field and will work for you to find the best deal from our panel of commercial lenders.

8

Development

We can assist new and established developers with loans from \$2m - \$200m. We have specialist Development Credit Advisers who deal with major banks, mezzanine finance and international funds. For those new to development we can facilitate partnerships to ensure you get the funds you need.

9

Cash Flow and Trade

We can assist with arranging finance for single invoices through to whole receivable books. For those involved in wholesale goods and import/export we have strong relationships with trade financiers who can meet your needs to keep your business running.

Am I going to need any other type of service?

Evolve Lending & Finance brokers are not lawyers, financial planners or accountants. We are fantastic at finance, so that is what we focus on, and we leave the legal work and accounting to the experts. When you decide to borrow money from a lender, there are legal consequences that come with that decision. If you have any questions about your legal obligations you should seek independent legal advice from an appropriately qualified lawyer.

If you have an accountant or financial planner, you should also talk to them about the impact a loan or other finance might have on your personal circumstances.

What happens if I am not happy with the service I get from Evolve Lending & Finance?



We are confident that your experience with us will be excellent. If for some reason we don't meet your expectations however, we have put in place some dispute resolution measures so that we can fix any problems that arise.

You can contact our Compliance and Corporate Standards Manager by phoning 1800 466 085 if you have any concerns who will explain the process to you. If you go through our internal dispute resolution process and are still not happy with the outcome, then you can refer the matter to the Australian Financial Complaints Authority.

What next?

Thank you for taking the time to learn a little bit about our business and the services we have to offer. Every single one of our clients is important to us, and that's why we want to be completely upfront with you about how our business works. If you have any questions that haven't been answered by this document, please contact your broker. We look forward to working with you now and in the future.

THANK YOU! – From the team at Evolve Lending & Finance.

Visit us at enquiries@evolvelending.com.au

Some extra information about our business

AUSTRALIAN CREDIT LICENCE HOLDER

Beagle Finance Pty Ltd (ACN 140 290 268)
Level 24, 52 Martin Place
Sydney NSW 2000
Telephone: 1800 466 085
Email: lk_support@loankit.com.au

AUSTRALIAN CREDIT LICENCE NUMBER

383640

INTERNAL COMPLAINTS OFFICER

Telephone: 1800 466 085

EXTERNAL DISPUTE RESOLUTION

Australian Financial Complaints Authority
Telephone: 1800 931 678
Website: www.afca.org.au

EVOLVE LENDING & FINANCE CONTACT

Managing Director
Level 5, 115 Pitt Street
Sydney NSW 2000
Telephone: 1300 112 355
Email: enquiries@evolvelending.com.au
Website: evolvelending.com.au

CREDIT REPRESENTATIVE NUMBER

467089

evolve.
LENDING AND FINANCE

Contact Us



1300 112 355



enquiries@evolvelending.com.au



evolvelending.com.au