



# Credit Guide

*We are required by law to give you a Credit Guide (CG), to help educate, protect and assist you to make an informed decision about the financial and credit services we offer.*

**Future Gen Credit Pty Ltd**

ABN: 48 607 890 871

Australian Credit Licence (ACL) No. 4820352

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## Information about this Credit Guide

Future Gen Credit Pty Ltd, ABN 48 607 890 871, is a privately owned company and holder of an Australian Credit Licensee ("ACL"), ACL Number 482035. Future Gen Credit is licensed credit services provider and provides credit services through its authorised Credit Representatives.

Future Gen Credit Pty Ltd ("Future Gen Credit") is providing you this Credit Guide ("CG") for the purpose of assisting you in making an informed decision about the services offered and whether they are suited and appropriate to meet your needs. It provides you with important information on how to engage with one of our Credit Adviser. Throughout CG, Future Gen Credit is referred to as "we", "us", "our" or any variations. The term "Credit Adviser" refers to Future Gen Credit's authorised Credit Representatives.

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# 1 Welcome

We thank you for considering Future Gen Credit and our qualified Credit Advisers to assist you in your financial journey.

Before seeking our advice, you probably have a number of questions you would like to ask about us and how we can help you. This Credit Guide (CG) has been prepared to assist you in getting to know us and deciding whether to use our services. The CG contains important information about:

- Future Gen Credit
- The services our Credit Advisers are authorised to provide
- The credit providers we deal with
- How we are paid
- Our dispute resolution procedures; and
- How we collect and use your information.

If, after reading this guide, you need more information or clarification, please contact us on +61 7 33911624 or via email at [enquiries@futuregen.solutions](mailto:enquiries@futuregen.solutions).

## 2 About Future Gen Credit

Future Gen Credit is a privately owned company and holder of an Australian Credit Licence, Number 482035. Future Gen Credit is part of the Future Gen Solutions group.

Our mission at Future Gen Credit is to provide clients like you with high quality credit assistance services that are appropriate your personal situation and needs.

Our Credit Advisers are supported through professional education, technical support, research resources and compliance support.

### 2.1 Our Credit Advisers

#### Murray Wilkinson & Associates Pty Ltd

<b>ACN</b>	011 029 379
<b>Business Address</b>	119 Logan Road, Woolloongabba QLD 4102
<b>Corporate Credit Representative</b>	Authorised by Future Gen Credit as a Corporate Credit Representative
	ASIC Credit Representative Number: <b>403191</b>

## Murray Wilkinson

<b>Qualifications</b>	BA, BEc, CFP, Cert IV F&MB
<b>Credit Adviser</b>	Authorised by Future Gen Credit to provide credit assistance as a Credit Representative of Future Gen Credit ASIC Credit Representative Number: <b>365114</b>
<b>Email</b>	<a href="mailto:murray.wilkinson@futuregen.solutions">murray.wilkinson@futuregen.solutions</a>
<b>Experience</b>	Murray has been working in Financial Services since 1989. He is the Director and Senior Financial Adviser of Murray Wilkinson & Associates Pty Ltd.

## Tom Wilkinson

<b>Qualifications</b>	BEc, BCom, Cert IV F&MB
<b>Credit Adviser</b>	Authorised by Future Gen Credit to provide credit assistance as a Credit Representative of Future Gen Credit ASIC Credit Representative Number: <b>485405</b>
<b>Email</b>	<a href="mailto:tom.wilkinson@futuregen.solutions">tom.wilkinson@futuregen.solutions</a>
<b>Experience</b>	Tom has been working in Financial Services since 2012 as an employee of Murray Wilkinson & Associates Pty Ltd.

## 3 Services and/or products we provide

### 3.1 Credit services and products

Future Gen Credit can provide credit assistance on the following services and/or products:

- We can help you to choose a loan or lease which is suitable for your purposes.
- We can provide you with information on a range of credit providers and products.
- Once you have chosen a loan that is suitable for you, we can help you obtain an approval.
- We can help you assess your current loan or lease and make recommendations on its appropriateness to your situation and whether a variation in the credit limit on an approved credit contract is appropriate.
- We can assist you to apply for a variation in a credit limit on a credit contract with an approved credit provider.

### 3.2 Credit Assistance process

Your Credit Adviser will work with you to determine and achieve your finance objectives. Under the NCCP Act, we are obligated to ensure that any loan, or principal increase to a loan we help you to obtain, or any lease we help you to enter, is not unsuitable for you.

#### Preliminary Assessment

We will conduct a Preliminary Assessment where we will ask you some questions in order to assess whether the loan or lease is not unsuitable.

- We will ask you about your requirements and objectives;
- We will ask you about your current financial situation; and
- We are obligated to take reasonable steps to verify your financial situation.

You can request a copy of the preliminary assessment within 7 years of when the assessment was made at no charge.

#### **Quote for Credit Assistance**

A written quote for credit assistance will be provided if we intend to charge you a fee for providing credit assistance services. You must clearly indicate your acceptance in writing (or by electronic acceptance via email) before we will provide you with any credit assistance services.

#### **Credit Proposal Disclosure Document**

A Credit Proposal Disclosure Document will be given to you whenever we provide you with credit assistance. This will contain information about fees and charges related to the credit assistance and any remuneration received by Future Gen Credit, your Credit Representative or related third parties.

### **3.3 Documents you may receive**

You may receive other documents in addition to this Credit Guide either before or when your Credit Adviser provides you with credit assistance or recommends a credit product.

You may receive one or more of the following documents:

- Quote for Credit Assistance
- Privacy Disclosure Statement
- Preliminary Assessment (PA) if assessed as “unsuitable” or at a client’s request
- Credit Proposal Disclosure Document

### **3.4 Credit Services Approved Product List (APL)**

Future Gen Credit maintains an Approved Product List. Subject to attaining any required accreditation, your Credit Adviser is able to recommend any product on the Future Gen Credit APL.

### **3.5 Credit Relationships, referrals and agreements**

Future Gen Credit and your Credit Adviser have a service relationship with:

- Centrepoint Lending Solutions Pty Ltd (CLS) ABN 40 100 947 804. Centrepoint provides Future Gen Credit and its Credit Advisers with training, assistance and access to products and relationships. Centrepoint Lending Solutions holds an Australian Credit Licence, Number 377711.
- ProLoan (Aust) Pty Ltd (ProLoan) under which ProLoan provides Future Gen Credit’s Credit Representatives with training, assistance, and access to ProLoan’s unique products and relationship with Westpac Bank. ProLoan holds an Australian Credit Licence, number 390085.
- A volume bonus arrangement is in place with Westpac Bank for eligible loans referred by Future Gen Credit Representatives via ProLoan. Under this arrangement, Future Gen Credit and ProLoan receive remuneration from Westpac based on the total loans placed within the financial year, with Future Gen Credit becoming entitled to the full share of the remuneration benefit once agreed limits have been reached.

- All remuneration received by Future Gen Credit is passed on to the authorised Corporate Credit Representative, Murray Wilkinson & Associates Pty Ltd. Murray Wilkinson & Associates Pty Ltd employs Credit Representatives: Murray Wilkinson and Tom Wilkinson.
- Your Credit Representative may hold shares in Future Gen Credit Pty Ltd. This shareholding may entitle them to dividends, distributions and possibly other benefits which are ultimately derived from the activities of Future Gen Credit Pty Ltd.

## 4 Providing instructions to your Credit Adviser

You generally need to instruct your Adviser in person as your signature will be required for verification. For some products and services though, special arrangements can be put in place to instruct your Adviser by phone, email, letter or fax.

## 5 Your privacy

### 5.1 Respecting your privacy

Future Gen Credit and your Adviser are subject to certain legislative and regulatory requirements that necessitate collecting, holding and using detailed information that personally identifies you and/or contains information about you.

The Future Gen Credit respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. As part of our commitment to client service and maintenance of client confidentiality, we have adopted the principles set out in the Privacy Act 1988.

The Future Gen Solutions Privacy Policy is located on our website at:

- [www.futuregen.solutions/privacy/](http://www.futuregen.solutions/privacy/).

If you want to access your personal information at any time, please contact your Adviser.

### 5.2 Information we may collect

Future Gen Credit and your Adviser will collect personal information about you when you meet, request or use products or services, email us, phone us or visit our website.

The information we may collect includes:

- your personal contact and identification details
- your personal objectives
- your employment history
- details of your current financial situation
- other information relevant to meeting your needs and providing advice

We may also collect information about you from other sources, such as service providers, agents, brokers, employers or family members.

Where collecting sensitive information, such as health and lifestyle information, usually for insurance purposes, we will ask you for your consent.

You do not have to disclose all of your personal information, however without it your Adviser may not be able to provide advice that is appropriate to your objectives, financial situation or needs.



### **5.3 Exchanging your information**

We may from time to time disclose information about you to other members of the Future Gen Solutions group, other Credit Representatives, Centrepont Lending Solutions, credit providers and other professionals, insurance providers, superannuation trustees and product issuers. We may also disclose your personal information where we are required to by law or where you have given your consent.

Lending providers may disclose your personal information to your Credit Representative or the Future Gen Solutions Group to assist your Credit Representative in providing credit assistance to you in relation to your application or proposed application for finance, and for credit assistance in relation to an existing or prior loan. Should you wish, you can contact the Lending provider at any time and request they cease disclosing your information to your Credit Representative or Future Gen Solutions Group.

### **5.4 Using your information**

We collect, exchange and use your information so that we:

- provide advice that is appropriate to your objectives, financial situation and needs
- manage our relationship with you
- price, design and administer our services
- inform you about other products and/or services that may be of interest to you
- manage our services, risks and meet our legislative and regulatory obligations. This may include assisting government and law enforcement agencies.

The law requires us to establish your identify and assess applications for products and services to confirm its accuracy. Before your Adviser can provide any financial / credit products and/or services to you, we will need to verify your identify in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

In particular, your Adviser will need to verify your full name, date of birth, residential address and to do so, they will need to sight and maintain records of various identification documents such as your driver's licence or passport.

### **5.5 Access to your information**

You are entitled to obtain access to most information that we hold about you by contacting your Adviser in the first instance.

## **6 Licensee remuneration**

Future Gen Credit may receive a fee from the Authorised Credit Representative's employer, Murray Wilkinson & Associates Pty Ltd for the provision of services to the Credit Representative required under its Australian Credit Licence.

## **7 Adviser remuneration**

### **7.1 Types of Credit Adviser remuneration**

A range of fees and other costs may be payable to your Credit Adviser's employer for the credit assistance you receive and the credit products used.

The cost of providing credit assistance including a credit product to you will depend on the nature and complexity of the credit advice, credit product and/or services provided. Generally, whenever your Credit Adviser provides a recommendation for a credit product or service, your Credit Adviser's employer may be remunerated through either:

- a fee for service;
- brokerage and/or commission payments from credit providers or
- a combination of the above

All fees or commission are initially paid to Future Gen Credit before being distributed in full to the authorised Credit Representative's employer, Murray Wilkinson & Associates Pty Ltd. All authorised Credit Representatives (Credit Advisers) are direct employees of Murray Wilkinson & Associates Pty Ltd and are paid a salary.

## 7.2 Brokerage and commissions from Credit Providers

Future Gen Credit and your Credit Adviser's employer may receive brokerage and commissions from Credit Providers if you proceed with our credit advice. The table below outlines a range of brokerage and commissions that may be received.

Provider	Loan	Max Rate	Example – Payment to Credit Assistance Provider
Westpac (via ProLoan)	Upfront (Residential & Personal Investment or First Option Loans) – Commission is paid on 100% of loan amount.	Upfront 0.44%	A Principal & Interest (P&I) or Interest Only Loan with a Credit Limit of \$500,000 will result in an upfront payment of \$2,200.
	Upfront (Equity Access Loans) – Commission is paid on 100% of loan amount.	Upfront 0.33%	A Line of Credit Loan with a Credit Limit of \$500,000 will result in an upfront payment of \$1,650.
	Ongoing – Commission is paid on balance of loan amount.	Ongoing 0.275%	If the balance of the loan is \$500,000, the ongoing payment would be equal to \$1,375 over the first year.

### 7.3 Who receives the brokerage, fees and commissions?

The table below outlines who receives the brokerage, fees and commissions. These fees are represented as a percentage of the loan amount and therefore the dollar value will vary depending on the loan amount. To demonstrate the dollar value of fees paid, an example loan amount has been included for comparison.

Provider	Type	Example Loan Amt	Aggregator*	Aggregator Rate	Future Gen Credit Rate**
Westpac Bank (via ProLoan)	Upfront Residential & Personal Investment or First Option Loans	\$500,000	ProLoan	0.00 – 0.11% \$0 - \$550	0.33 – 0.44% \$1,650 - \$2,200
	Upfront Equity Access Loans	\$500,000	ProLoan	0.00 – 0.825% \$0 - \$412.50	0.2475 – 0.33% \$1,237.50 - \$1,650
	Ongoing Loan, starts in the first month after the loan is settled	\$500,000	ProLoan	0.00 – 0.11% \$0 - \$550	0.165 – 0.275% \$825 - \$1,375

\* **Aggregator** – wholesaler between Future Gen Credit and the lending provider.

\*\* **Future Gen Credit** passes on 100% of brokerage, fees and commissions received to the authorised Credit Representative's employer Murray Wilkinson & Associates Pty Ltd (MWA) which is also a Corporate Credit Representative of Future Gen Credit. Refer 3.5.

## 8 What to do if you are not satisfied with our service

Future Gen Credit and its Advisers are committed to providing quality advice and services to you. This commitment extends to providing accessible complaint resolution processes for you.

If you are not happy with your Adviser or the services provided to you, we encourage you to:

- Discuss your concerns/complaint with your Adviser in the first instance.
- If your concern/complaint has not been resolved to your satisfaction within 21 days or if you would prefer not to talk with your Adviser in the first instance, you can contact our Compliance Manager by phone or in writing to:

**The Compliance Manager**

**Future Gen Solutions**

**Mail:** PO Box 1638, Coorparoo DC Qld 4151

**Phone:** 07 3391 1624

**Email:** [compliance@futuregen.solutions](mailto:compliance@futuregen.solutions)

- Our aim is to resolve your concern / complaint quickly and fairly.
- We will acknowledge receipt of your concern/complaint as soon as is practicable, this is generally within 48 hours.
- We will investigate the concerns/complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the matter and bring it to a resolution.
- If you are not fully satisfied with our response, you have the right to refer the matter to the external dispute resolution scheme, Financial Ombudsman Service Limited (contact details below), of which Future Gen Credit Pty Ltd, Murray Wilkinson & Associates Pty Ltd and our Credit Representatives are members:

**Financial Ombudsman Service Ltd**

**Mail:** GPO Box 3, Melbourne VIC 3001

**Phone:** [1800 367 287](tel:1800367287) (free call)

**Fax:** 03 9613 6399  
**Email:** [info@fos.org.au](mailto:info@fos.org.au)  
**Web:** [www.fos.org.au](http://www.fos.org.au)

- Furthermore, the **Australian Securities and Investments Commission** (ASIC) has a free of charge info-line which you may use to find out information about your rights:

**Phone:** 1300 300 630 (within Australia)  
**Phone:** +61 3 5177 3988 (outside Australia)  
**Fax:** (03) 5177 3999.

## 9 Professional Indemnity

Future Gen Credit Pty Ltd holds Professional Indemnity Insurance cover for the activities conducted by our Australian Credit Licence (AFS Licence). The limit of the indemnity is \$2,000,000 for any one claim and \$6,000,000 in the aggregate for all claims arising out of our Australian Credit Licence activities. The insurance will cover claims in relation to the conduct of representatives who are authorised or previously authorised under Future Gen Credit at the time of the relevant conduct.

Please note you will not be covered for any credit assistance services provided to you by a former representative if those services are provided to you after the representative has ceased to be a representative of Future Gen Credit.