

## Our responsible lending obligations

Regional Australia Bank will not enter into a credit contract, or increase a credit limit, if either the contract or the increase in credit limit is assessed as unsuitable for the member.

A proposed credit contract or increase in a credit limit will be unsuitable if, at the time it is entered into, it is likely that:

- the member will be unable to comply with their financial obligations under the contract, or could only comply with substantial hardship; or
- the contract will not meet the member's requirements or objectives.

The law presumes substantial hardship (unless the contrary is proved) where, looking at the issue at the time the assessment is made, the member could only have complied with their financial obligations under the credit contract by selling their principal place of residence.

If requested by the member, Regional Australia Bank will give them a copy of its assessment that the credit contract or increase in a credit limit that the member is applying for, or has applied for, will not be unsuitable.

Regional Australia Bank will give the member the copy of its assessment:


- if requested before entering into the credit contract or increasing the credit limit - before entering into the credit contract or increasing the credit limit;
- if requested within 2 years after entering into the credit contract or increasing the credit limit – within 7 business days of our receiving the request;
- if requested 2 years, but no than more than 7 years, after entering into the credit contract or increasing the credit limit – within 21 business days of our receiving the request.


Regional Australia Bank must provide the copy of the assessment free of charge.

## What should you do if you have a dispute


Regional Australia Bank has an internal dispute resolution process to deal with any dispute members may have about any of our products or services. Our dispute resolution policy requires us to deal with any dispute efficiently, speedily and sympathetically. If you are not satisfied with the way in which we have tried to resolve your dispute, or if we do not respond speedily, you may refer the dispute to our external dispute resolution centre.

To lodge a dispute;


 Phone us on **132 067** & say that you would like to make a complaint.

 [enquiries@regionalaustraliabank.com.au](mailto:enquiries@regionalaustraliabank.com.au)

 Write to us at: PO Box U631, UNE NSW 2351

 Fax Enquiries on **02 6776 0430**

If you are unhappy with our response to your dispute, you can request a review of the decision by the Customer Advocate.

 Phone us on **132 067** & ask for the Customer Advocate

 [customeradvocate@regionalaustraliabank.com.au](mailto:customeradvocate@regionalaustraliabank.com.au)

 Write to us at: PO Box U631, UNE NSW 2351

 Fax the Customer Advocate on **02 6776 0430**

Regional Australia Bank staff have a duty to deal with your dispute under our dispute resolution policy. Our staff must also advise you about our dispute handling process and the timetable for handling your dispute. We also have an easy to read guide to our dispute resolution system available to you on request.

## External Dispute Resolution


Regional Australia Bank is also a member of an external dispute resolution system – Financial Ombudsman Service Limited.

Their contact details are:

 **1300 78 08 08**

 [info@fos.org.au](mailto:info@fos.org.au)

 **GPO Box 3  
Melbourne VIC 3001**

 **(03) 9613 6399**