

CREDIT GUIDE

Compare Club Home Loans
Version 3 – May 2026

ABOUT US

This credit guide has been prepared by Alternative Media Pty Ltd and Beat My Loan Pty Ltd (BML), and explains the services we are authorised to provide to you.

Licensee name	Alternative Media Pty Ltd
Business Name	Compare Club Home Loans
Address	Level 10, 201 Sussex St, Sydney, NSW 2000
Telephone	1300 19 429
Email	homeloans@compareclub.com.au
Australian Credit Licence Number	486326
Credit Representative Name	Beat My Loan Pty Ltd, trading as Compare Club Home Loans
Credit representative number	489939
Address	Level 6, 600 St Kilda Road Melbourne VIC 3004
Telephone	1300 19 429
Email	homeloans@compareclub.com.au

Compare Club Home Loans (“we”, “us”) is a credit representative of Alternative Media, and we are authorised to provide credit assistance in relation to loan products.

CREDIT GUIDE

This Credit Guide contains important information about us, our licensee, and the services we are authorised to provide. It also contains:

- information about fees and charges that may be payable by you to us or our licensee
- commissions that we may receive when we are acting as a credit representative
- commissions or referral fees that we may pay to third parties for the introduction of business, and
- information about what you should do if you have a complaint or dispute regarding our services and activities.

PRELIMINARY ASSESSMENT

Prior to providing credit assistance to you, we must assess whether the particular loan is not “unsuitable”. A loan will be “unsuitable” based on the information you provided to us if:

1. You will be unable to repay the proposed loan or will only be able to repay the proposed loan with substantial hardship, or
2. The proposed loan does not meet your requirements and objectives.

We are required to document our findings that the proposed loan is not unsuitable by way of completing a Preliminary Assessment. The Preliminary Assessment will set out your:

- requirements and objectives
- financial and relevant personal situation, and
- ability to repay the proposed loan.

We are also required to take reasonable steps to verify the information provided by you to us.

This verification may include:

- requesting from you copies of documents that demonstrate your financial situation - in some cases, we may also need to sight original documents, and
- contacting third parties to assist in verifying the information that you provide.

Obtaining a copy of the Preliminary Assessment

If we provide you with credit assistance, you may request a copy of our Preliminary Assessment at any time for up to 7 years and we must provide you with a copy of the assessment, free of charge.

FEES AND CHARGES THAT ARE PAYABLE BY YOU IN RELATION TO OUR CREDIT ASSISTANCE

We may charge a fee for providing credit assistance to you. If applicable, details about how those fees are calculated and what will be payable by you will be set out in a Credit Quote, which we will give you before we make any recommendations in relation to a particular credit contract.

Other fees and charges

You may have to pay other fees and charges (such as application fees, valuation costs and other applicable fees) to the lender or other parties. You should review the particular loan contract documentation for further details of any such fees and charges.

HOW DO WE GET PAID?

Our aggregator receives commission from the lenders and then pays us commission in relation to loan contracts (such as home and investment property loans or reverse mortgages) for providing credit assistance.

An upfront commission is payable by lenders in relation to settled loans and is calculated as a percentage of the (drawn-down) loan amount. We can provide you with a reasonable estimate of the commission likely to be received and how the commission is worked out.

Trail commission is payable by lenders in relation to settled (drawn-down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears.

The upfront and trail commissions that we are paid by lenders are not payable by you, and individual brokers can share in the commission payable to BML. Again, if requested, we will provide you with a reasonable estimate of the amount likely to be received and how it is worked out. Details of any commission to be received will be included in the Credit Proposal Disclosure document that we will provide you with when credit assistance is provided.

From time to time, our staff may receive a non-commission benefit by way of training, professional development, entertainment, gift, conference attendance, sponsorship, or entry into a competition run by a lender or our aggregator, at no extra cost to you. The nature of such arrangements are temporary, and the occurrence and amounts are often not readily ascertainable, however, if they are apparent as a result of assisting you with credit assistance, this will be disclosed to you.

OTHER PEOPLE WE DEAL WITH

Our aggregator

Connective Broker Services Pty Ltd (“Connective”) is an aggregator that acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders. It also provides some other services.

We pay Connective fees to utilise its services; this fee is not related to the loans we arrange for our customers.

Referrals to us and referral fees

We obtain referrals from a range of external sources, including accountants, financial planners, real estate agents, other mortgage brokers and associations. If you were introduced or referred to us, Compare Club Home Loans may pay the referrer a commission or a fee. You can ask us for more details about how these fees are calculated.

Other employees within the Compare Club group also refer to us, and they are paid a flat fee in the event that the referral is successful.

Referrals by us

From time to time, we may refer you to a third party or another employee within the Compare Club group to provide specialist services to you. Compare Club Home Loans, and/or your representative may receive a benefit for this referral.

COMMONLY USED LENDERS

We are authorised to provide credit assistance to obtain loans for you from a panel of lenders. As at May 2026, the following are the lenders whose products Compare Club Home Loans has recommended the most over the last 12 months:

- Macquarie
- ANZ
- Suncorp
- Westpac

and the following for reverse mortgages:

- Inviva
- Heartland

DISPUTE RESOLUTION AND COMPLAINTS

If for any reason you are not satisfied with our services and would like to make a complaint, please follow the steps outlined below, and in our Complaints Handling Guide, available on our website at <https://compareclub.com.au/complaints/>.

- **Step 1:** Contact our Client Services team by:

Phone: 1300 112 582

Email: Compliance@compareclub.com.au

Mail: Address your complaint to: Customer Complaints, Compare Club Home Loans, Level 6, 600 St Kilda Road, Melbourne, Victoria 3004

We will acknowledge receipt of your complaint within 24 hours. We will discuss the matter with you and if possible, will take steps to rectify it immediately.

- **Step 2:** We will provide you with a written response to your complaint within 30 calendar days of the complaint being made. However, if the complaint is complex or there are circumstances that are beyond our control which cause delays to the management of the complaint, we may require additional time. We will let you know if this is the case.
- **Step 3:** If we are unable to resolve your complaint to your satisfaction, you may refer it to the Australian Financial Complaints Authority (AFCA).

AFCA provides a fair and independent financial services complaint resolution service at no cost to you. You can lodge your complaint with AFCA:

- Online: www.afca.org.au
- Email: info@afca.org.au
- Phone: 1800 931 678
- Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

THINGS YOU SHOULD KNOW

We don't provide legal or financial planning advice. It is important that you understand your legal obligations under the loan and the financial consequences of non-compliance with those obligations. If you have any doubts, you should obtain independent legal and financial planning advice before you enter any loan contract.

PRIVACY STATEMENT

At Compare Club Home Loans, your privacy is important to us.

We collect your personal information to enable us to provide you with our services, including assisting you to secure a home loan, as well as to meet our legal and regulatory obligations.

If you are considering applying for a loan with another person, we may obtain personal information about you, including employment details and financial information, directly from you or from that other person. If you give us personal information about another person, you acknowledge that you are authorised by that person to do so, and have provided them with a copy of this Credit Guide, which includes a link to our Privacy Policy.

Any personal information you give to us, either through our website or over the phone, is kept confidential. We use this information to provide our mortgage broking services to you, and will share it with lenders and relevant service providers as necessary to arrange and secure a suitable home loan for you.

Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us and the Licensee to provide our services to you.

Your information may also be used to provide information about opportunities that may be useful or relevant to you through direct marketing (you can opt-out at any time).

Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Further details on how we collect, use, disclose and protect your personal information can be found in our Privacy Policy, on our website <https://compareclub.com.au/privacy-policy/>.

GIFTS, BENEFITS AND HOSPITALITY REGISTER

We hold and maintain gifts, benefits and hospitality register. A copy can be provided on request

FURTHER INFORMATION

For more information regarding this document or anything else about our services, just contact us at any time. We're here to assist you.