



Amazing Rentals Pty Ltd Australian Credit License No 389312 is required to give you this guide by law. It acknowledges your right to ask us about any assessment we may make. In the unlikely event you may be dissatisfied with what we do or have done; this guide also provides direction on what you need to do to remedy your dissatisfaction.

CONSUMER LEASE SUITABILITY AND ASSESSMENT

Before we can recommend any financial product to you, the law requires that we make an assessment of your current financial situation and objectives to ensure any consumer lease we may offer meets your needs. To do this, we will make reasonable enquiries and ask you to provide verifiable information directly or, where we deem it appropriate, we may obtain it from others whom we may contact. Some of these steps may be required by law.

Please note we will **not** allow you to enter into a consumer lease if:

- it is likely you could not fulfil, or only do so with substantial hardship, your financial obligations to us under the contract; or
- you could only meet your financial obligations to us by selling your family's main home; or
- the consumer lease will not meet your requirements or objectives; or
- any regulation under the National Consumer Credit Protection Act 2009 (Cth) prohibits us from doing so.

AR only offers financial product: Consumer Leases.

ASSESSMENT COPY

Should you want a written copy of our assessment, free of any charge, you may ask us to provide it:

- a) before you either enter into a consumer lease with us; or
- b) at any time up to seven (7) years from the date you signed the contract.

The law imposes time limits on us giving you this information. We have seven (14) business days from when you make your request to supply it if your enquiry is made within two (2) years of the date you entered into the consumer lease; otherwise we have twenty one (21) business days to do so.

Note: - We are not obliged to give you a copy of the assessment where we do not provide you with the consumer lease.

DISPUTE RESOLUTION

Amazing Rentals understands that there are situations when customers are dissatisfied with our services and may wish to lodge a complaint. We take all complaints very seriously and try to resolve them fairly and in efficiently, and timely manner. We recognise communication is the key to solving these difficulties and information below will assist both of us quickly get our relationship back on track.

If you are dissatisfied with something we've done, we encourage you to phone us and explain your concern(s). We can usually resolve the matter(s) amicably, without delay.

Russell St, Toowoomba, QLD. 4350 Ph: 07 4613 1110 Fax: 07 4641 7510

1/19 Hasking St Caboolture QLD 4510 Ph: 07 5499 3303 Fax: 4641 7510

Toll free No# 1800 799 456

Email: info@amazingrentals.com.au

www.amazingrentals.com.au



If you're still not happy with our response, you should contact our Internal Dispute Resolution (IDR) Manager, Sandeep Singh by telephoning 07 5499 3303 as soon as possible. We may ask that you put your complaint in writing to us so that we may investigate it further. You can email it to us on info@amazingrentals.com.au.

Should you still be dissatisfied after using both of the above steps, you may contact our ASIC-approved External Dispute Resolution (EDR) provider. You can contact them at no cost.

EXTERNAL DISPUTE RESOLUTION IS A FREE SERVICE ESTABLISHED TO PROVIDE YOU WITH AN INDEPENDENT MECHANISM TO RESOLVE SPECIFIC COMPLAINTS. YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION PROVIDER IS CREDIT AND INVESTMENTS OMBUDSMAN AND CAN BE CONTACTED AT 1800138422, WWW.CIO.ORG.AU

AND CASE MANAGEMENT TEAM, CREDIT AND INVESTMENTS OMBUDSMAN LTD, PO BOX A252, SYDNEY SOUTH NSW 1235

Please note that you must have gone through our IDR process first before doing so. If you fail to do so, the matter will be referred back to us to resolve in the first instance.