Virgin Money Lite and Loaded Credit Guide

July 2025

YOUR CREDIT ASSESSMENT

Making sure the contract's suitable.

Under the *National Consumer Credit Protection Act 2009* we need to assess everyone who applies for credit regulated by that Act to determine their ability to service the credit we provide without causing substantial hardship.

Credit providers are also required to act in a fair and honest manner and living by these values is a big part of who we are.

If a credit contract is unsuitable for you, we must not enter into a new contract or increase the credit limit of an existing contract.

A contract is unsuitable if, at the time of the assessment, it's likely that by entering into the new contract with you or increasing the credit limit of an existing credit contract:

- You won't be able to comply with your financial obligations under the contract or could only comply with substantial hardship.
- The contract won't meet your requirements or objectives.

We might also decline your application for other reasons.

YOUR ASSESSMENT

Getting a copy is easy.

If your assessment is successful, we're required to keep a copy of it for seven years from the day we enter into the credit contract with you, or increase the credit limit.

Get in touch if you'd like a copy of your assessment and we'll give you one without charge. Based on the time you made your request we'll send you a copy:

- before you enter the contract or increase the credit limit if you ask us to before this time
- within seven business days if you ask us within two years of entering into the contract or increasing your credit limit
- within 21 business days if you ask us more than two years after entering into the contract or increasing your credit limit.

We don't have to provide a copy of the assessment if the contract is not entered into or if the credit limit increase is not approved.

INFORMATION FOR A GUARANTOR

A guarantor can also request a copy of the assessment, free of charge.

RESOLVING DISPUTES

If you have a complaint or dispute.

At Virgin Money Australia, we are committed to providing an exceptional customer experience. If at any time our service doesn't meet your expectations, or something has gone wrong, we want to hear from you so we can address your concerns.

How to contact us.

There are a number of ways to contact us:

- Call us on **13 81 51**
- Email us: **service@virginmoney.com.au**
- Contact our Customer Relations department via:

  Telephone: 1800 574 766
  (Mon-Fri 9am-5pm AEDT)

  Email: **customer.relations@virginmoney.com.au**

  In writing to:
  Virgin Money Customer Relations,
  Reply Paid 2258, Brisbane QLD 4001

Giving us as much information as possible when you raise your concerns will assist in resolving things faster.

How your complaint will be handled.

We'll aim to address your complaint as quickly as possible. If we can't do that, it may mean your complaint requires more investigation, or we need more information, before we can provide an outcome. If we need more information from you, we'll ask for it.

We aim to resolve complaints within 30 days, or 21 days for complaints related to financial hardship, default notices or requests to postpone enforcement proceedings.

If we need more time, we'll explain why and tell you when you can expect to hear the outcome of your complaint.

For more information on how we handle complaints, you can view our complaint guide at: **https://virginmoney.com.au/help/complaints**

What to do if your complaint has not been resolved.

We'll aim to address your complaint as quickly as possible.

We are committed to resolving any complaints directly with you; however, if you feel that an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Telephone: 1800 931 678 (free call)

Email: info@afca.org.au

In writing to:
Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

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You can contact us by:

- calling us on 13 81 51
- emailing us: **service@virginmoney.com.au**
- writing to us at Virgin Money Australia,
  GPO Box 898, Brisbane, QLD 4001

virginmoney.com.au