



**This Credit Guide will only apply to you if your loan is predominantly for personal, domestic or household purposes (including for the purpose of investing in residential real estate). It will not apply if you are a company.**

## Credit Guide

### Powow Finance Pty Ltd

### Venus Capital Pty Ltd

Thank you for considering Powow to assist you with arranging finance to purchase solar panels and energy storage systems for your property. This document sets out information about our services and is designed to help you decide whether or not to enter into one of our loans or consumer leases.

This document is being provided jointly by Venus Capital and Powow. It contains the credit guide of Venus Capital as credit provider (below) and the credit guide for Powow as its credit representative.

There are sections below which are common to both credit guides.

Under this arrangement, although your lender for the Powow Loans and Leases is shown on your credit contract as Venus Capital, you will deal with Powow as it is the entity that will manage customer relationships and will assist all customers with their Powow Loans and Leases.

#### About Powow

Powow Finance Pty Ltd ACN 643 773 997 Credit Representative Number 529060 (**Powow, 'we', 'our' and 'us'**) is the 'product designer' of the Powow Lending Program.

Powow manages all personal loans, hire purchase agreements and consumer leases provided under that program (Powow Loans and Leases) as credit representative of Venus Capital, and in that capacity Powow may carry out certain credit activities in respect of the Powow Loans and Leases on behalf of Venus Capital.

You can contact Powow on enquiries@finance.powow.com.au (email) or 1800 864 026 (phone).

#### About Venus Capital

Venus Capital Pty Ltd ACN 169 312 510 Australian Credit Licence 459305 (**Venus Capital, 'credit provider', 'we', 'our', 'us'**) is the lender of record of all Powow Loans and Leases.

Powow has entered into a written agreement with Venus Capital under which Venus Capital has appointed Powow as its credit representative.

You can contact Venus Capital on info@venuscapital.com.au (email).

## **Powow Loans and Leases**

Powow is the 'product designer' of all loans and leases offered under the Powow Lending Program. Powow offers personal loans, hire purchase agreements and consumer leases to assist you to finance your acquisition of solar panels and energy storage systems for your property. All Powow Loans and Leases offered under the Powow Lending Program are regulated by the National Consumer Credit Protection Act, 2009 (NCCP).

### **Obligations in assessing you for a Powow Loan or Lease**

Under the NCCP, any personal loan, hire purchase agreement or consumer lease (or personal loan, hire purchase agreement or consumer lease variation) offered to you must not be 'unsuitable' for you.

You may therefore be asked some questions in order to ensure that:

- you can comply with your financial obligations under the Powow Loan or Lease;
- you can meet your financial obligations under the Powow Loan or Lease without substantial hardship; and
- the Powow Loan or Lease will meet your requirements and objectives.

It is therefore very important that the information you provide is true, current and accurate and includes any likely future changes that will impact your ability to repay the Powow Loan or Lease.

To complete the credit assessment, Powow on behalf of the credit provider, will make reasonable inquiries about your requirements and objectives for the Powow Loan or Lease or Powow Loan or Lease limit increase. We must also make reasonable inquiries about your financial situation and take reasonable steps to verify your financial information.

Before entering into a Powow Loan or Lease, you may ask for a copy of the credit assessment and it will be provided to you as soon as possible after receiving your request. If requested within 2 years of the assessment, it is provided within 7 business days. After that (up to 7 years) within 21 business days of your request. If you decide not to enter into a Powow Loan or Lease or we do not provide a Powow Loan or Lease, you are not entitled to a copy of your credit assessment.

Before you accept your Powow Loan or Lease contract, make sure you read the contract carefully to understand full details of the Powow Loan or Lease. If you have any doubts, you should obtain independent legal and financial advice before you enter the contract.

### **Fees and commissions**

Under your Powow Loan or Lease, you will be required to pay an 'Establishment Fee' when the credit is advanced. This fee covers Powow's costs associated with establishing your Powow Loan or Lease. It will be paid to Powow. You are required to pay this fee only once.

Interest is charged on all Powow Loans or Leases throughout the term of your contract. You may also be required to pay our 'third party fees' including but not limited to legal fees for documenting your Powow Loan or Lease and our costs of registering any security interest you grant over the solar panels on the Personal Property Security Register. There are no other fees or charges payable by you under your Powow Loan or Lease (unless you fail to make a payment by the due date, in which case late payment fees may also be payable).

In addition, Powow sources referrals and introductions from a broad range of sources. For example, Powow may pay fees to brokers, real estate agents, accountants, or lawyers for referring you to us. These referral fees and commission are generally small amounts and accord with usual business practice. These are not fees payable by you. You may, on request, obtain a reasonable estimate of those commissions and how the commission is worked out.

### **Privacy Statement**

We collect personal information from you to process your application, provide you with our products or services, and manage your products or services. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services, and help us run our business. We may also use your information to tell you about products or services we think may interest you.

If you do not provide all the information we request, we may need to reject your application or we may no longer be able to provide a product or service to you.

We may disclose your personal information to anyone we engage to do something on our behalf, and other organisations that assist us with our business.

Our Privacy Policies cover how we collect, use, handle, process and exchange your information.

You can access the Powow Privacy Policy at <https://policy.finance.powow.com.au/#/privacy-policy>

You can access the Venus Capital Privacy Policy at by contacting Venus Capital on the contact detail above.

### **Internal dispute resolution scheme**

We hope that you are delighted with your Powow Loan or Lease, but if you have any complaints please contact Powow in the first instance by contacting Powow's Complaints Officer by:

telephoning 1800 864 026

e-mailing [complaints@finance.powow.com.au](mailto:complaints@finance.powow.com.au)

writing to Level 1 / 530 Botany Road Alexandria NSW 2015

You should explain the details of your complaint as clearly as you can.

Once we receive a complaint, the person who has been appointed to handle the resolution of your complaint will contact you within two business days. We will contact you by phone or email (as indicated by you as your preferred method of correspondence).

The person handling your complaint will investigate the complaint, and in some cases they may ask you to provide additional information.

Powow will try to resolve your complaint within 10 calendar days, however, sometimes we may not be able to do this.

If we can't resolve your complaint within 10 calendar days, we will certainly use all efforts to resolve your complaint within 45 days – unless your complaint relates to a Hardship Request, Postponement of Enforcement Proceedings or Default Notice under the National Consumer Credit Protection Act (**NCCP**), in which case, we will aim to resolve your complaint within 21 days.

Once we have made our final decision in relation to your complaint, we will advise you of that decision. If our response to your complaint is not in your favour, we will also explain the reasons for our decision and provide you with information about your rights.

If we cannot provide you with our response to your complaint within the above timelines, we will write to you to tell you the reasons for the delay and give you information about your rights.

### **External dispute resolution scheme**

Powow and Venus Capital are members of the Australian Financial Complaints Authority (**AFCA**), the ASIC approved External Dispute Resolution (**EDR**) Scheme.

If we cannot resolve your complaint, or if you are unsatisfied with our response, you may refer your complaint to AFCA contact by telephoning 1800 931 678, e-mailing [info@afca.org.au](mailto:info@afca.org.au) or writing to [www.afca.org.au](http://www.afca.org.au)

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

### **Amendments**

This Combined Credit Guide is Version 2 dated 21 August 2022

We may update this Credit Guide from time to time by publishing a new version on the Powow website.

### **Questions?**

If you have any questions about this credit guide or anything else about our services, just ask at any time. We're here to help you.

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# APPLICATION FORM

**Created by:**

Powow Finance Pty Ltd

**Prepared for:**

Tamara Owen

Product Feature	
Product Type	Hire Purchase
Term	10 years Fixed <i>please note if you repay the fixed rate loan early, you will incur a break cost.</i>
Repayment Type	Principal plus interest
Interest rate type	Fixed

Requirements and Objectives	
Purpose of your loan over the loan term rather than paying upfront	Solar Battery
<b>Acknowledgement</b> <i>The product meets my requirements and objectives: Yes</i>	

### Personal Details

Applicant 1	
Title	Ms
Surname	Owen
Given Name/s	Tamara
Date of Birth	2023-02-02
Gender	Female
Marital Status	Single
Dependents	Number: 0 Age:
Residential Address	2015, NSW
Since (DD/MM/YY)	2023-02-09

<b>Applicant 1</b>	
Current Residential Status	Mortgage
Postal Address <i>(If different from Residential Address)</i>	
Home Phone	
Work Phone	
Mobile Phone	0123456789
<b>Current Employment</b>	
Occupation	Manager
Employer's Name	Powow
Length of time with this employer	6 year(s)
Employment Type	Full Time  <i>If Other (specify):</i>
<b>Previous Employment (If less than 2 years with current employer)</b>	
Occupation	
Employer's Name	
Length of time with this employer	0
Employment Type	  <i>If Other (specify):</i>

### **Financial Details**

<b>Applicant 1</b>	
<b>Income</b>	
Monthly Income After Tax	\$ 10000



<b>Applicant 1</b>	
Other Income <i>(Please Specify)</i>	
[Form.ExtraIncome1.Source]	\$ [Form.ExtraIncome1.Source]
[Form.ExtraIncome2.Amount]	\$ [Form.ExtraIncome2.Amount]
<b>Total Income After Tax</b>	<b>\$ 10000</b>
<b>Asset (i.e. what you own)</b>	
Property	\$ 0
Shares / Trusts	\$ 0
Superannuation	\$ 0
Motor Vehicles	\$ 0
Other <i>(please specify)</i>	\$ 0
<b>Total Assets</b>	<b>\$ 0</b>

<b>Liabilities (i.e. what you owe)</b>			
Applicant 1			
	Name of Lender	Total Loan Amount	Monthly Repayment
Mortgage		\$ 0	\$ 0
Car Loan		\$ 0	\$ 0
Personal Loans		\$ 0	\$ 0
Credit Cards 1		\$ 0	\$ 0
Credit Cards 2		\$ 0	\$ 0
Other Loans <i>(please specify)</i>	[Form.Liability5.Lender]	\$ [Form.Liability5.Amount ]	\$ [Form.Liability5.Repay ment]
<b>Total liabilities</b>		<b>\$ 0</b>	<b>\$ 0</b>

<b>Living Expense</b>	
<b>Monthly Living Expense *</b>	\$ 7000
* Monthly Expense includes expense of utilities, communication, food & groceries, recreation & entertainment, clothing & personal care, medical & health, transport, education & childcare, insurance and others.	

<b>Significant changes to financial circumstances in the future</b>	
Are you aware of any foreseeable significant changes to your circumstances that will lead to changes in your current financial situation or any matter that will have a bearing on your application for credit?	
<b>No</b>	(if Yes, please specify)
Are there any temporary or permanent changes to your income, expenditure, or personal circumstances including upcoming unpaid leave or retirement?	
<b>No</b>	(if Yes, please specify)

<b>Credit History</b>	
<b>Applicant 1</b>	
<b>Have you previously been credit impaired or bankrupted?</b>	No
<b>Are you in arrears with respect to current debts?</b>	No
<b>Are you currently in financial hardship?</b>	No
<i>If yes to any above please provide details.</i>	

**Declaration and Acknowledgement**

- You confirm that all information in this document has been recorded correctly
- You confirm that you have been provided with a Credit Guide
- You agree that we may collect and use your personal information as specified in Powow Finance Privacy Policy: [http://policy.finance.powow.com.au/#/privacy\\_policy](http://policy.finance.powow.com.au/#/privacy_policy)

**Signature of Applicant 1****Print Name**

Tamara Owen

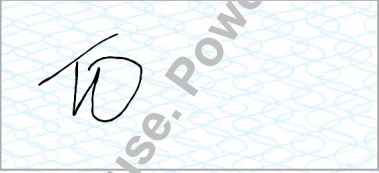
**Date**

09-02-2023

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# Signature Certificate

Reference number: NZ5VD-N93EN-8EWM8-VSCDB

Signer	Timestamp	Signature
<b>Tamara Owen</b> Email: tamara.o@powow.com.au		
Sent:	09 Feb 2023 03:43:50 UTC	
Viewed:	09 Feb 2023 03:43:54 UTC	
Signed:	09 Feb 2023 03:44:31 UTC	
<b>Recipient Verification:</b>		IP address: 27.33.67.178
✓Email verified	09 Feb 2023 03:43:54 UTC	Location: Sydney, Australia

Document completed by all parties on:  
09 Feb 2023 03:44:31 UTC

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