



People helping people create
more sustainable
communities

Platinum Referrer Onboarding and Training Presentation

Commercial – in – Confidence

Who is **Community First Credit Union**

Community First has been operating **since 1959** becoming one of the **largest community-based** Credit Unions in Sydney.

As a Credit Union, we are not bound to generate larger shareholder profits and as a result we **consistently outperform banks** in satisfaction surveys.

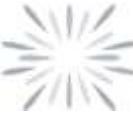


Our Philosophy

We are **100% customer-owned**. With no outside influence, we are able to retain capital in local communities. We exist to **help our customers** achieve their financial goals by building relationships for mutual benefit.

We do this by being devoted to '**people helping people**,' challenging stereotypes and **building more sustainable communities** where we operate.

Our Environmental Finance Journey



2006

Interest-free loans for rainwater tanks during Level 4 Water Restrictions on the Central Coast



2009

Participated in the Government Green Loans Initiative – **funded approximately 30% of the program**



2010

Launched **discounted green lending products** to the market for a range of environmentally friendly purposes

SUNPOWER®

2012

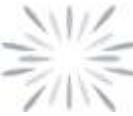
Established a number of industry relationships **extending access** to discounted green lending to new markets



2016

Enhanced existing green lending products to cater for **emerging solar hybrid battery** industries

Helping Australians Go Green Nationwide

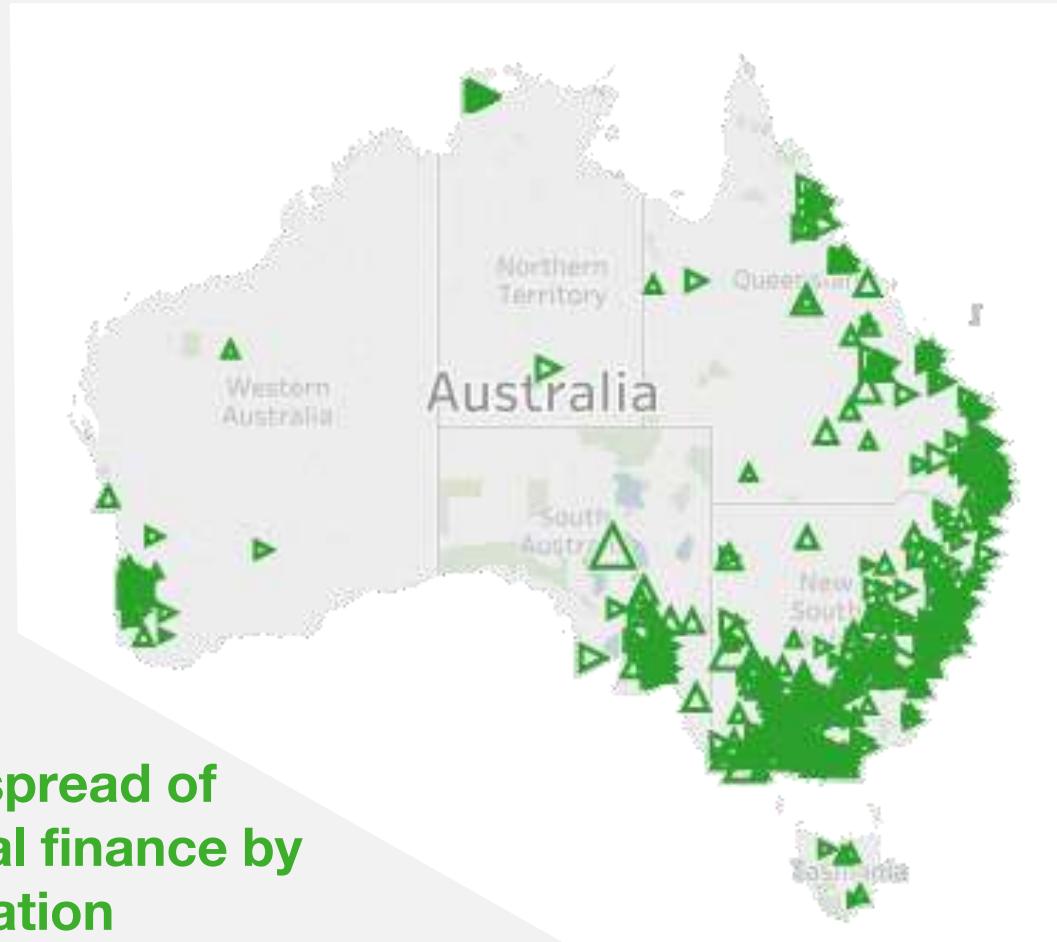


NT – 1%

WA – 6%

SA – 10%

Community First's spread of active environmental finance by state and visual location



QLD – 31%

NSW – 32%

VIC – 20%

TAS – 1%



Lending Products



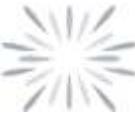
Our Home Improvement Finance Product Philosophy

Our finance products are **simple** to understand and apply for.

We do not have opaque pricing structures – only **transparent fees** and **low interest rates**.

A **choice** of two environmental finance products provides flexible finance options and future proofs our offer for emerging technologies.

Environmental Lending Solutions



Green Loan | 1 – 10 years

6.54% | 7.59%

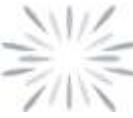
Interest Rate*

Comparison Rate**

Variable interest rate
No security required
Minimum loan amount \$1,000
One off application fee of \$249 (or \$395 if
commission payable)
\$10 monthly loan fee
Flexible repayment frequency
No penalty for early payout
Redraw against your additional payments

Credit eligibility criteria, terms & conditions, fees & charges apply. *Rate is current as at 04/04/2024 and subject to change without notice **The comparison rate is based on an unsecured loan amount of \$30,000 over a loan term of 5 years. WARNING: This comparison rate applies only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan.

Eligible Green Lending Purposes



Energy Efficiency	Home Efficiency	Water Efficiency
<ul style="list-style-type: none">• Solar (PV) Panels• Battery Hybrid Systems• Solar Pool Heating• LED Lighting• Vertical Axis Wind Turbines• Electronic Vehicles (EV)	<ul style="list-style-type: none">• Double Glazing• External Awnings• Insulation• Home Ventilation Systems• Minimum 4-star rated gas, solar, hydronic or reverse/split cycle air conditioners• Minimum 5-star solar, hydronic or heat pump heating systems	<ul style="list-style-type: none">• Rainwater Tanks• Grey Water Treatment Systems

Community First Credit Union will also consider any other environmentally friendly purpose



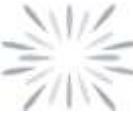
Energy

Home

Water

Emerging

Home Improvement Lending Solutions



Home Improvement Loan 1 – 10 years

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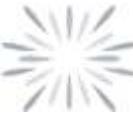
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Eligible Home Improvement Lending Purposes



Indoor	Outdoor	Home Efficiency
<ul style="list-style-type: none">• Bathroom Renovations• Kitchen Renovations• Painting• Flooring	<ul style="list-style-type: none">• Pools• Decks• Landscaping• Rendering	<ul style="list-style-type: none">• Solar• Rainwater Tanks• Grey Water Treatment Systems

*Community First will consider other **fixed** improvement purposes*



Indoor

Outdoor

Efficiency

Emerging

Lending Product - Detail

Suitable for: Applicants over the age of 18 who are looking to make home improvement that are fixed or environmentally friendly in nature

Interest Rate Type	Variable Rate
Interest Calculation Frequency	Interest is calculated daily and debited to the loan account monthly in arrears.
Repayments	Weekly, Fortnightly or Monthly
Extra Repayments	Yes
Early Repayment Penalty	No
Minimum Loan Term	1 year
Maximum Loan Term	10 years
Loan Amounts	\$1,000 - \$50,000+
Security	Fully Unsecured
Debt Consolidation?	No
Interest Rate (as at 04/04/2024)	6.54% p.a.
Application Fee	Brokerage Variant - \$249 Commission Variant - \$395
Monthly Fee	\$10



Compliance and Policy





OAIC

Australian Government
Office of the Australian Information Commissioner

About us ▾ Privacy ▾ Freedom of information ▾ Information policy ▾ Consumer Data Right ▾

Privacy

RSS feed

We protect your personal information by upholding Australia's national privacy laws, resolving privacy complaints and investigating potential data breaches. We give guidance on how to handle your personal information and promote awareness of your privacy rights.

[Make a privacy complaint](#)



[Report a data breach](#)



[Access your credit report](#)

Privacy

We have access to a large amount of information including assets, income and credit histories.

Individual Privacy is protected via the Privacy Act and our privacy policies.

Some information is 'sensitive' extra protections apply. It is critical to;

- Only collect information that is required (and not more)
- Protect information and not disclose to others
- Obtain permission to collect
- Do not collect or store sensitive information

NCCP

We are ASIC and APRA regulated and will ensure all borrowers meet our NCCP obligations in particular ensuring that loans are not unsuitable and reasonable enquiries have been made with the applicant.

You may have additional obligations under best duty obligations and you after making reasonable inquiries and taking reasonable steps to verify information, make a “preliminary assessment” about whether the consumer’s contract or changes to the consumer’s contract will be not “unsuitable.” We will make a final assessment.

Home > Regulatory resources > Credit > General conduct obligations > National Credit Code

National Credit Code

Recent reforms to consumer credit law have resulted in a single national consumer credit regime governed by *National Consumer Credit Protection Act 2009* (Cth) (NCCP) which includes the National Credit Code (NCC) as Schedule 1 to the Act. The NCC replaces previous state-based consumer credit codes and the Uniform Consumer Credit Code (UCCC) and it continues to apply to the conduct of Australian credit licence holders. ASIC is responsible for administering the NCCP.

The NCC applies to credit contracts entered into on or after 1 July 2010 where:

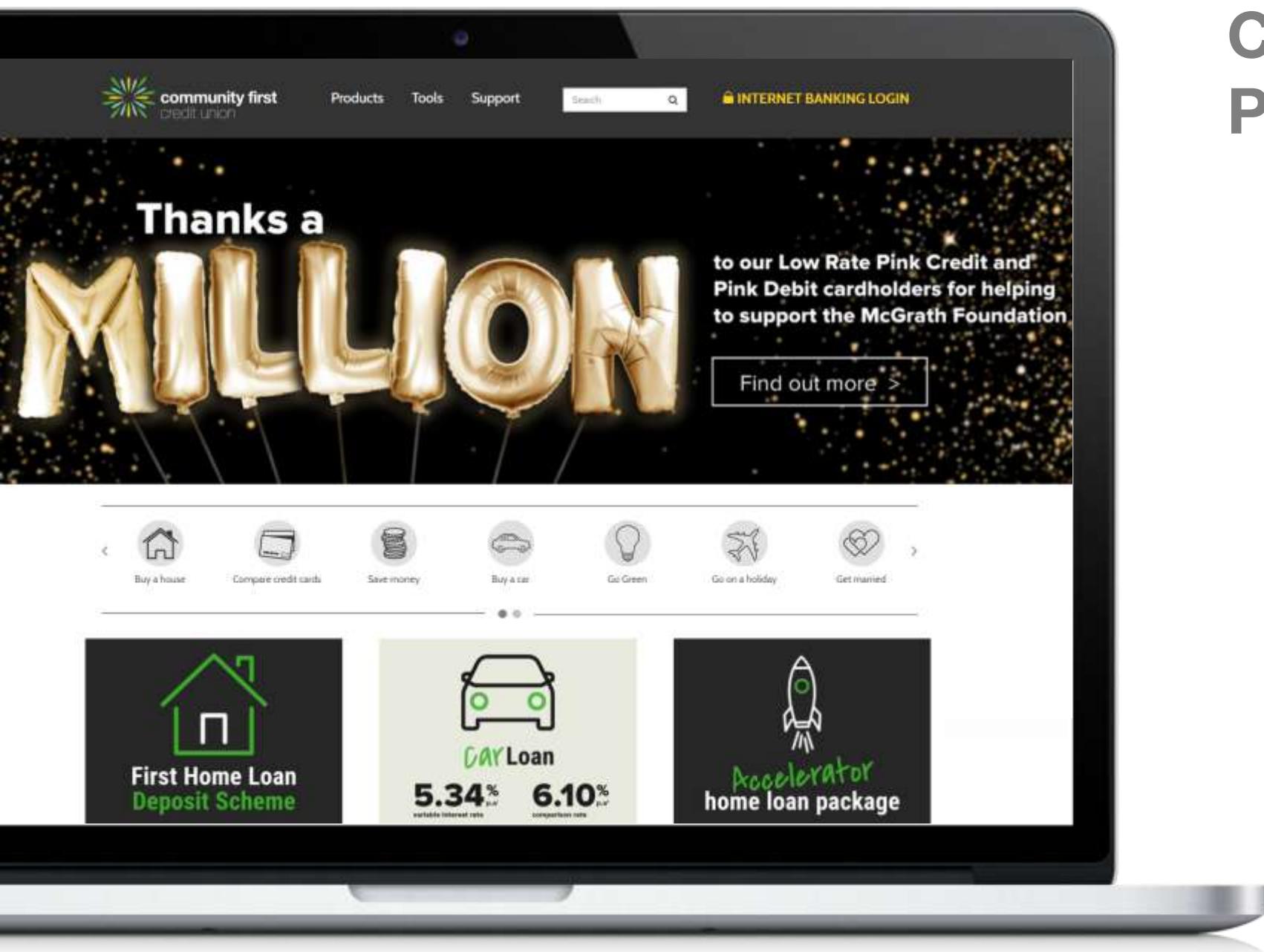
- the lender is in the business of providing credit
- a charge is made for providing the credit
- the debtor is a natural person or strata corporation
- the credit is provided:



Community First Policies

All applicants must meet our credit policies (P11 and MP46), meet our AUSTRAC requirements and be eligible to be a member with Community First.

Guides, toolkits and policy documents will be provided and most policy requirements are built into our Lending Origination Platform.



The screenshot shows the homepage of the Community First Credit Union website. The top navigation bar includes links for 'Products', 'Tools', 'Support', a search bar, and an 'INTERNET BANKING LOGIN' button. The main banner features a large 'Thanks a MILLION' in gold balloons against a dark background with gold confetti. Below the banner, text reads: 'to our Low Rate Pink Credit and Pink Debit cardholders for helping to support the McGrath Foundation'. A 'Find out more >' button is present. Below the banner, a horizontal navigation bar shows icons for 'Buy a house', 'Compare credit cards', 'Save money', 'Buy a car', 'Go Green', 'Go on a holiday', and 'Get married'. Below this, three promotional boxes are displayed: 'First Home Loan Deposit Scheme' (green house icon), 'DAY Loan' (car icon) with rates '5.34% p.a.' and '6.10% p.a.', and 'Accelerator home loan package' (rocket icon).

Our Lending Assessment Approach – The 4 C's

Suitable for: Applicants over the age of 18 who are looking to make home improvement that are fixed or environmentally friendly in nature

Purpose

What are they looking for? Why? What is the benefit?

Conditions

What, how much, rate, term? Does the conditions of the loan fit the purpose?

Capacity

Can they repay the loan considering income, existing commitments and living expenses?

Capital

Asset Position

Character

Credit History, stability and account/loan conduct

How does this translate?

Assessment Principal	Assessment	Verification Method
Purpose and Conditions	<ul style="list-style-type: none">The loan is not unsuitable. The loan needs to fit the purpose of what the applicant is seeking. <i>There must be a benefit to the applicant!</i> The conditions of the loan must align with the purpose.	<ul style="list-style-type: none">No CFCU Verification, however originator is obligated to document initial assessment considerationsHigh value home improvements will have a title search completed.
Capacity	<ul style="list-style-type: none">Applicant after existing liabilities, living expenses must have sufficient income to cover the repayments at a rate 2% above the current product rate. Referred to "Assessed Repayment Ability (ARA)" – must be above \$0.	<ul style="list-style-type: none">2 recent pay slips, must be official (i.e. Employer name, ABN etc.). Employment checks can be done for shorter term employment.Self Employed – Current financial year NOA or full tax returns and Notice of Assessments for previous 2 years
	<ul style="list-style-type: none">Assets must exceed liabilities. Assets are considered against life stages.	<ul style="list-style-type: none">Review of application inputs
Character	<ul style="list-style-type: none">Must have a good credit history. Assessment requirements are based on credit score (RRI). There is an automatic decline cut off. Account conduct must be good (i.e. no frequent overdrawing of accounts, late repayments).	<ul style="list-style-type: none">Credit Bureau Report reviewed, no defaults, adverse listings.
	<ul style="list-style-type: none">Account conduct must be good (i.e. no frequent overdrawing of accounts, late repayments).	<ul style="list-style-type: none"><i>If required</i>, officially issued bank statements showing transactions, headers. Can be electronically downloaded, but not excel downloads. Name must match applicant/s.Alternatively, member can use bankstatements.com.au to automate the provision of Bank Statements.

Identification – What do we need to satisfy?

Properly identifying applicants is a critical need, fraud reduction and Anti-Money Laundering / Counter Terrorism Financing obligations

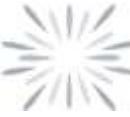
- Applications must
 - In full legal name (including middle names).
 - Must match exactly what is recorded on identification documents
 - Preferably matched in our electronic verification system – the more provided, the better chance of match.
 - If cannot get a system match, we need an original certified copy and ‘Certifiers Form’ obtained from Community First
 - We cannot accept any other identification method – it doesn’t meet our AUSTRAC obligations



The Lending Process



The Environmental Finance Experience Map



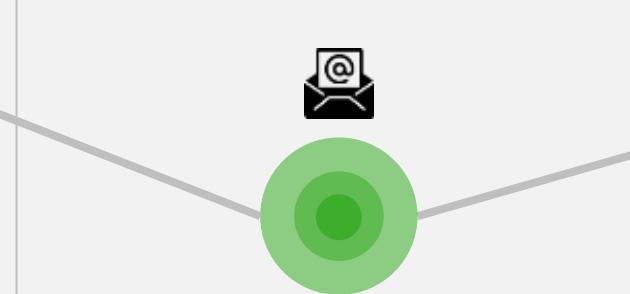
Application

- Community First offers a range of application methods to suit customer preferences.
- Applications can generally be completed within 20 minutes and on submission an instant response can be provided.



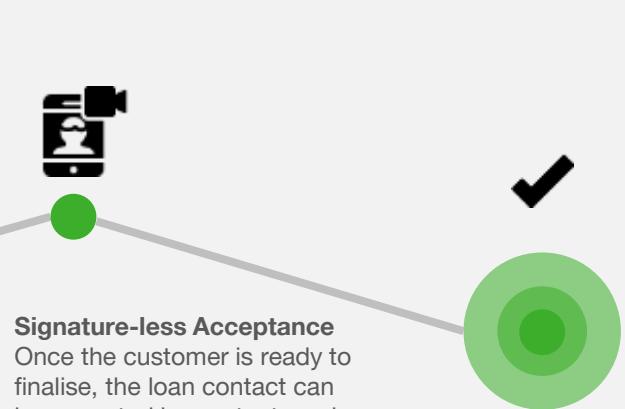
Decision

- On receipt of required loan documents, a final decision is provided within 48 hours and in some cases within a couple of hours.
- Once final approval is provided, instant loan contracts are generated and emailed to the customer.



Acceptance and Funding

- Community First understand the impact of a seamless experience. Once ready, all the customer needs to do is contact Community First over the phone to finalise their loan.

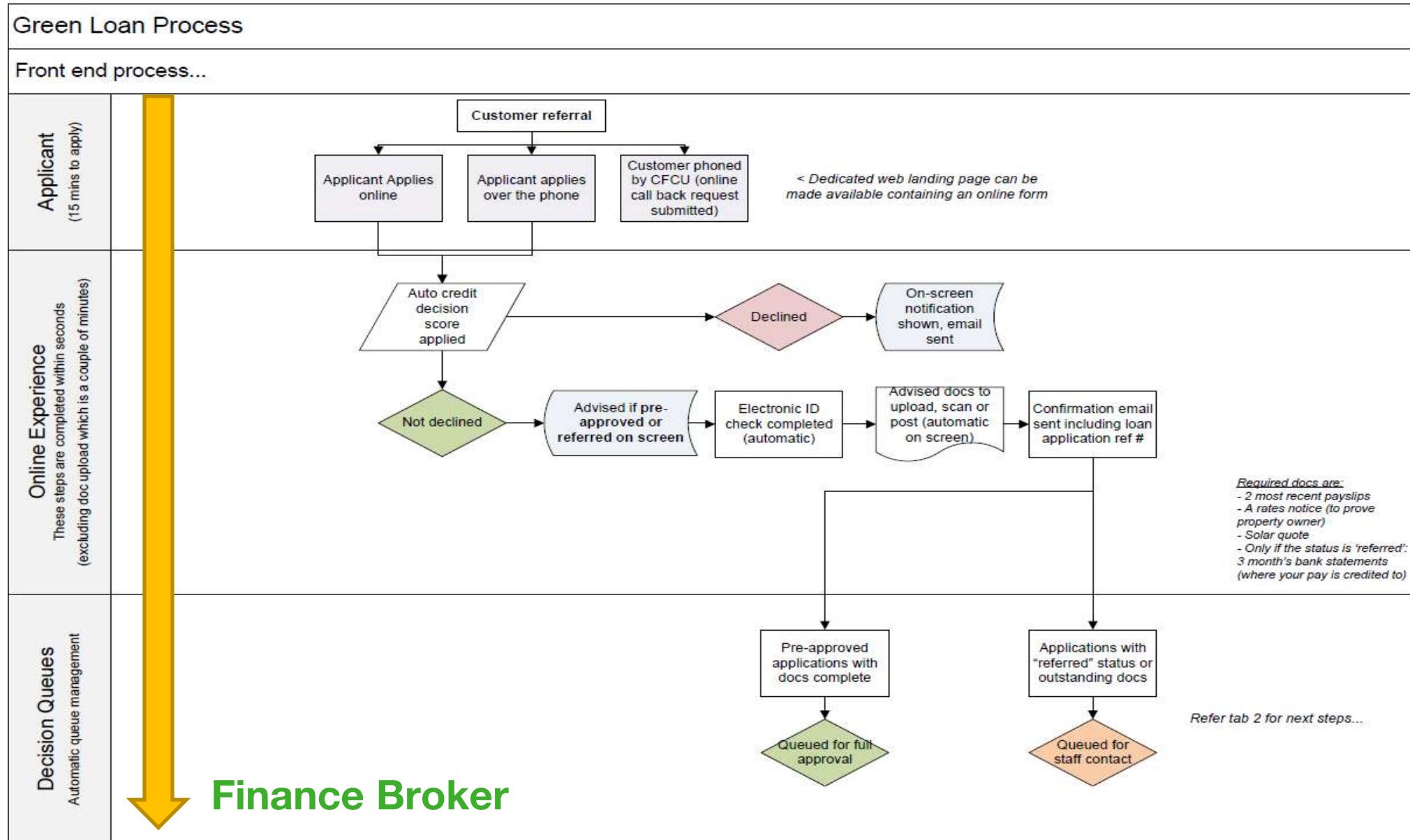


Funds can be deposited to customers account or paid to required invoice.

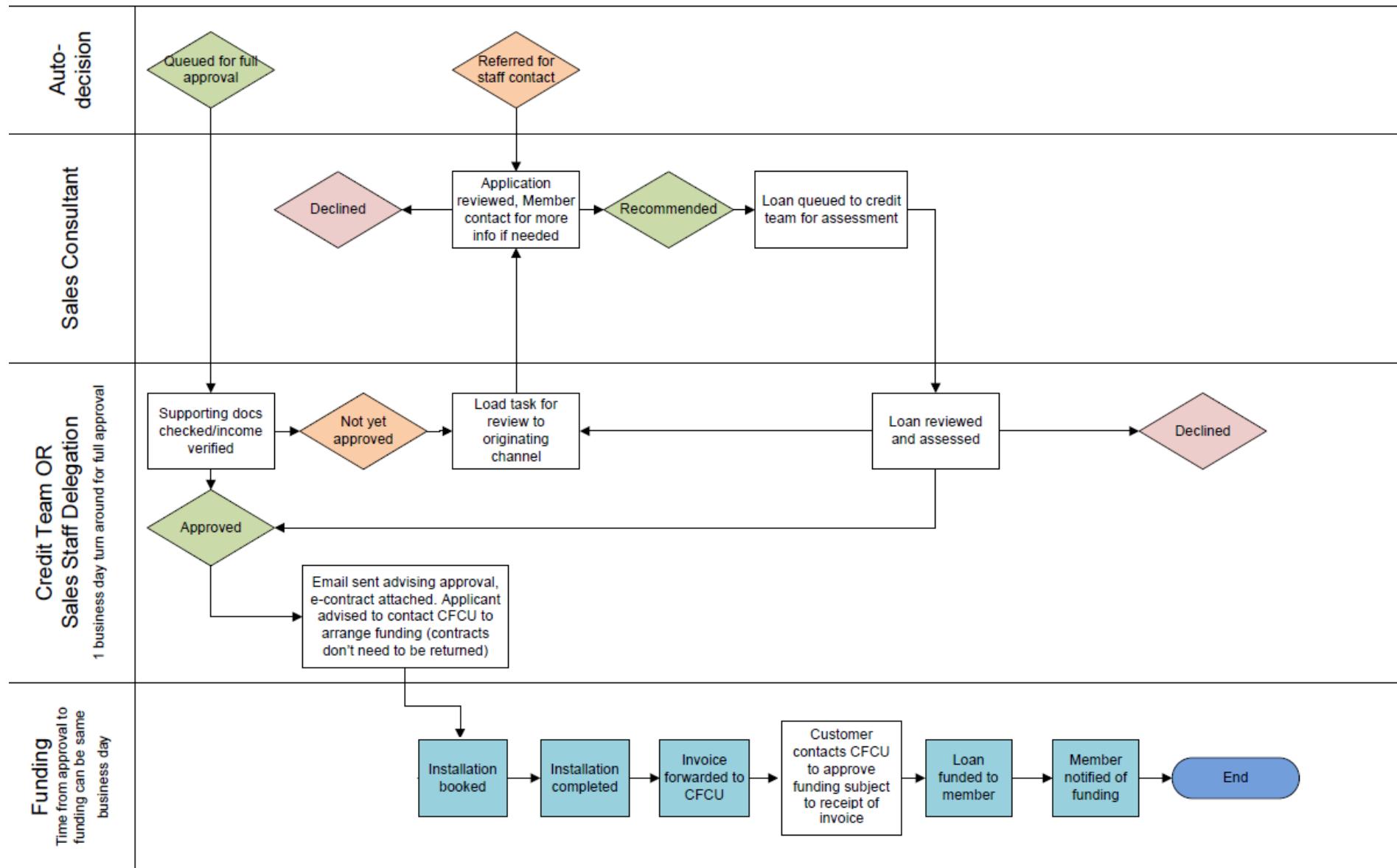
The Lending Process - Summary

1. Applications can be made over the phone, with Community First Sales Consultant or via our digital origination platform. This platform can be accessed on mobile, tablet or web.
2. Applicants are contacted same day, by appointment and no later than 24 hours from referral
3. Applicants can be conditionally approved on completion of the application immediately by the system, referred for further assessment or declined.
4. Conditional approvals are available and a result is provided on submitting application. Unconditional approval will be provided on receipt of required documentation
5. Physical bank statements not required – option for digital retrieval of bank statements via the platform speeding access and reducing the need for pay slips and other documentation
6. Sales Units have approval delegations to finalize loan applications quickly.
7. Paperless and “signature-less” process. Online verifications for identity, statements and electronic contracts mean no forms and no requirement to sign credit contracts. Loans can be funded same day.
8. Current approval rates for this product are typically 75% of applications loaded on the platform. Community First applies standard personal loan credit criteria in assessing loans, collects credit histories and conducts a complete credit assessment based on overall credit risk position.

The Lending Process - Summary



The Lending Process - Summary



Why partner with Community First

We are a **community focused** banking institution and being customer owned and run, we have industry leading customer satisfaction surveys.

Being a regulated lender, Community First only extends credit to applicants in a **responsible and transparent** manner.

Our focus is delivering solutions and will work with partners to deliver **co-created outcomes**



Thank you