

# Initium Investments Pty Ltd (trading as Rent Instead) CREDIT GUIDE

## Introduction

This is the Credit Guide of Initium Investments Pty Ltd trading as Rent Instead (“we”, “us”, “our”) (ABN: 65 604 639 143) Australian Credit Licence number 491418.

This Credit Guide is designed to assist you with deciding whether to enter into a credit or consumer lease agreement with us and provides an overview of our obligations and your rights. It tells you about:

- who we are and how you can contact us;
- our obligations and your rights when we assess the suitability of a credit contract or consumer lease for you;
- the procedure for making a complaints.

## About us

Rent Instead provide consumer leases and gives customers the ability to pay off the particular household good in easy and affordable fortnightly payments rather than spending a lump sum to purchase an item or good.

At Rent Instead we make it easier for you by offering consumer leases on competitive terms that you can live with - why would you want to go anywhere else?

Rent Instead is licensed as a credit provider and lessor authorised to provide consumer lease under the *National Consumer Credit Protection Act 2009*. Rent Instead provides consumer leases for household goods including Kitchenware and cooking equipment; TV and home entertainment goods; laundry and cleaning goods; computers; beds and bedroom furniture; dining and living furniture; home office furniture; outdoor/garden furniture; and baby needs and nursery related furniture.

You can contact us as follows:

Name: **Initium Investments Pty Ltd trading as Rent Instead**  
Address: Level 1, 73-75 Dunmore Street Wentworthville NSW  
Phone number: 1300 911 129  
Email: Bishara@rentinstead.com.au  
Website: www.rentinstead.com.au

## Responsible Lending – our obligations and your rights

Before we can provide you with a lease, we are required to make a credit assessment to ensure that the lease we provide to you is not unsuitable. We are not able to enter into a consumer lease if the consumer lease will be unsuitable for you if, at the time of entering into a consumer lease:

- it is likely that the consumer lease will not meet your requirements and objectives, or
- you will not be able to make the required repayments or could only meet them with substantial hardship.

Under the National Credit Act, we must:

- make reasonable inquiries about your requirements and objectives in relation to the consumer lease;
- make reasonable inquiries about your financial situation; and
- take reasonable steps to verify your financial situation.

We may ask you questions and gather relevant financial documents such as bank statements and evidence of any other leases to verify your financial situation. It is important that the information you provide to us is accurate.

### **Requesting a copy of our assessment**

You can request a written copy of our assessment before accepting an offer of a lease, or at any time within the first 7 years of the Lease Agreement which will include a summary of your inquiries we made and the factual information we relied on in making the assessment. There is no charge for this request.

We will provide you with this assessment:

- if you request a copy before we enter into the Lease Agreement;
- within 7 business days after the day we receive your request if you make the request within 2 years of the date you signed the contract; or
- within 21 business days after the day we receive your request if you make the request between 2 and 7 years after the date you signed the Lease Agreement.

You also have other rights to access and correct personal information we hold about you under the provisions of the *Privacy Act 1988 (Cth)*. Please refer to our privacy policy by contacting our office.

### **What to do if you have a concern or complaint.**

If you have a concern or complaint about our services, we want to hear from you and we are committed to addressing any concern or complaint you have fairly and promptly in accordance with our internal dispute resolution. Please contact us:

**Call** us on 1300 911 129

**Send us a fax** on (02) 9034 4688

**Email** us at [support@rentinstead.com.au](mailto:support@rentinstead.com.au)

**Write** to us at: Complaints Officer  
Initium Investments Pty Ltd  
Level 1, 73-75 Dunmore Street Wentworthville NSW

If you have contacted us by email or letter, we will send you a written acknowledgement that we have received your complaint within ten (10) business days. Our Complaints Officer will investigate the matters you raise and provide you with our response, generally within 21 days of when we received your initial complaint. If, in exceptional circumstances, we cannot resolve your complaint within 21 days, we will tell you about the reasons for the delay and when our decision can reasonably be expected.

If your complaint has not been dealt with to your satisfaction under our Internal Dispute Resolution procedure, you can contact our external dispute resolution scheme provider. This is a free service designed to provide you with an independent mechanism to resolve specific complaints.

#### **Credit Ombudsman Service**

**Phone** 1800 138 422 (9am to 5pm weekdays)

**Fax** (02) 9261 2798

**Email** [info@cosl.com.au](mailto:info@cosl.com.au)

**Post** PO Box A252 Sydney South NSW 1235

### **Updating Credit Guide**

This Credit Guide was prepared on 3/08/2017