



CREDIT OMBUDSMAN SERVICE LIMITED

ACN 104 961 882

MEMBERSHIP: Credit Ombudsman Service Limited
PO BOX A252
SYDNEY SOUTH NSW 1235
Phone: (02) 9273 8455
Facsimile: (02) 9261 2792

GUIDANCE NOTES FOR PREPARATION OF APPLICATIONS

1. Mortgage Brokers, Finance Brokers, Credit Providers, Mortgage Managers and other operatives in the Credit Industry are eligible to join Credit Ombudsman Service Limited (“Credit Ombudsman”).

2. Credit Ombudsman has 5 categories of Member:

- **Category A** – for MIAA members to whom the MIAA Code of Practice and Credit Ombudsman Rules apply
- **Category C** – Mortgage Broker, Finance Broker, Mortgage Manager, Credit provider, Aggregator who are not members of the MIAA
- **Category D** – Qualifies for Membership in Category A, B or C however may be exempt from certain terms and conditions or compliance requirements as approved by COSL.
- **Category E** – a Company that is a Subsidiary (majority owned) of another Company Member of COSL
- **Category G** – Banks and Other Credit Providers, and other MIAA Members to whom the MIAA Code of Practice or Credit Ombudsman Rules do not apply but undertake to contribute to the resources of COSL.

3. All applicants complete the same application form ‘Application for Membership’ when completing form please identify by selecting the appropriate Category of Membership box on the front of the Application Form.

These forms are available on the Credit Ombudsman website www.creditombudsman.com.au or a hard copy may be obtained by contacting the Membership Office:

Credit Ombudsman Service Limited
Level 7
287 Elizabeth Street
Sydney NSW 2000
phone: (02) 9273 8455
facsimile: (02) 9261 2792 or
email: members@creditombudsman.com.au

4. An application for **Category A, C, D and G Membership** may be made by an individual, a company or by the partners in a partnership. In the case of a partnership, Credit Ombudsman will register the partners as the Member and will record the partnership and/or trading names for data recording purposes. Partners registered as a Member must, within five business days of a change of composition of the partnership, notify Credit Ombudsman of the names of the persons who have ceased to be partners and the names of the persons who have become partners as well as the dates upon which each such change occurred. *Category E Membership may only be made by a Company that is a Subsidiary (majority owned) of a Category A, C or D Member.*

5. Every applicant must pay:

- A once only Application Fee*; and
- An Annual Membership Fee.

6. Membership will operate on an “anniversary date” basis. Accordingly, the relevant fee for 12 months’ membership will be determined according to the fees applicable as at the date upon which the application is approved by the Credit Ombudsman Board. Application fees and membership fees will be published from time to time on the Credit Ombudsman website or can be obtained in hard copy from the sources referred to in above.

7. As a general principle, annual membership fees will be determined in a way that has regard to the number of the applicant's working owners, directors, partners, employees and independent contractors who are “loan writers”. For example, an applicant company that has 2 directors, 2 employees and 6 independent contractors all of whom are “Loan Writers” will pay a fee calculated as follows:

| | |
|--|--------------------------|
| A once only Application Fee* currently | \$165.00 (including GST) |
| Membership Fee currently | \$561.00 |
| Total membership fee | \$726.00 |

8. An individual independent contractor “loan writer” who is required to join an EDR Scheme approved by Australian Securities & Investments Commission may join Credit Ombudsman.

9. The membership fees payable by an applicant independent contractor “loan writer” or consultant will be determined having regard to the number of “loan writers” or consultants that that particular applicant has engaged. For example, an individual applicant who has 1 employee all of whom are “Loan Writers” will pay a fee calculated as follows:

| | |
|--|--------------------------|
| A once only Application Fee* currently | \$165.00 (including GST) |
| Membership Fee currently | \$275.00 |
| Total membership fee | \$440.00 |

10. For a sole operator without employees or independent contractors, fees will be calculated as:

| | |
|--|--------------------------|
| A once only Application Fee* currently | \$165.00 (including GST) |
| Membership Fee currently | \$198.00 |
| Total membership fee | \$363.00 |

11. An MIAA Full Member or Life Member is excused from joining Credit Ombudsman if that MIAA Member is a member of a “qualifying EDR Scheme” approved by the Credit Ombudsman Board. Qualifying EDR Schemes approved by the Credit Ombudsman Board are as follows:

- Banking and Financial Services Ombudsman (BFSO);
- Credit Union Dispute Resolution Centre (CUDRC);
- Financial Cooperative Dispute Resolution Scheme (FICS);

12. Every Member of Credit Ombudsman must have in place Internal Disputes Resolution Procedures to the standard of the procedures promulgated by the Credit Ombudsman Board from time to time. The Credit Ombudsman Board approved Internal Dispute Resolution Procedures are published on the Credit Ombudsman website.

13. Every Member of Credit Ombudsman must appoint a Complaints Contact Person as the primary contact point for internal dispute resolution of consumer complaints.

14. Membership fees payable by aggregator, franchise and similar groups and by lenders and other funders as well as mortgage insurers and other operatives providing support services in the Credit Industry are set out in the Schedule of Fees published on the Credit Ombudsman website.

Note: * Applicants who were financial MIAA Full or Life Members as at 1st July 2003 are deemed to be Members of COSL under the COSL Constitution and do not pay the once only Application Fee.

Guidance notes 101006