

# Referrer guidelines

These guidelines have been prepared for participants in the referrer program of St. George Bank – a Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 (Bank). These guidelines are binding on Referrers under clause 2(b) (i) of the Referrer Agreement Including Direct and Indirect Referrers.

## Law

This referrer program relies on an exemption for licensing set out in regulation 25(5) of the National Consumer Credit Protection Regulations 2010 (NCCP Regulations). There are a number of conditions which must be satisfied in order for referrals to occur under the exemptions. This document deals with the conduct obligations of the Referrer.

## Purpose

The purpose of these guidelines are to ensure adherence to the compliance obligations listed in the Referrer Agreement is met, specifically regarding the process and conduct of submitting new Home Loan Referrals.

## Guidelines

- 1) All referrals must be submitted via the digital referral form link provided to the referrer, unless an exception has been approved. The digital referral form must be received by the Bank prior to the customer being contacted. All individuals who refer must do so using their own individual code. Multiple individuals from the same organisation cannot use the same code.
- 2) Referrers must:
  - a) obtain the customer's consent before submitting the customer's personal information to the Bank via the digital referral form; and
  - b) make the customer aware that they will be contacted by the Bank as a consequence of the referral.
- 3) Referrers conduct must only consist of informing the customer that the Bank can provide credit products. Within 5 business days of doing so the Referrer must provide the Bank with the customer's name and contact details via the digital referral form.
- 4) Referrers must not:
  - a) provide any advice on, promote, or discuss with the customer the products offered by the Bank, the Bank's rates or its policy; All marketing activity and material including the use of branding and logos must be approved by Westpac.
  - b) take any steps to complete the loan application;
  - c) complete customer identification on behalf of the Bank; or
  - d) receive, provide or collect and any documentation in relation to the loan on behalf of the customer unless the Referrer is the customer's accountant. In these instances, the accountant can only provide the Bank with the customer's business financials with the customer's consent.

All documentation for a loan must be collected by the Bank or provided directly to the Bank by the customer.

- 5) The Referrer must not ask the Bank to provide the details of, or any information in respect of, any loan application or credit product of a customer that has been referred.
- 6) At the time the Referrer talks to the customer, they must disclose any benefits including commission that the Referrer or any associate of the Referrer may receive for the referral to the Bank.
- 7) The Referrer must:
  - a) not charge the customer a fee for the referral; or
  - b) require the customer to pay a fee to any person or entity in relation the referral.
- 8) The Referrer can only engage in referral activities as a matter incidental to the carrying on of a business that is not principally making contact with customers for the purpose of giving their names or other details to the Bank.
- 9) The Referrer must not conduct a business as part of which the Referrer contacts customers face to face from non- standard business premises.
- 10) The Referrer must not be banned from carrying on credit activity.
- 11) Referrers cannot be paid for their own loan.
- 12) There must not be a conflict of interest with Westpac Group Lenders, including (but not limited to):
  - a) Do not deal with a lender who is a family member or a business partner
  - b) No financial transactions between the Referrer and the individual lender
  - c) Referrers cannot be paid commission on loans for Westpac Group Employees.