

## **CREDIT GUIDE: CONSUMER LEASE**

This document is the Consumer Lease Credit Guide of Venture Rentals Pty Ltd ACN 161 454 771 trading as Lightning Rentals ('Lightning Rentals', 'we', 'our', or 'us').

Lightning Rentals is a credit provider and holder of Australian Credit Licence number 434036.

We are required by law to give you this credit guide as soon as practicable after it becomes apparent that we are likely to enter a consumer lease with you. This credit guide is intended to provide you with key information so that you are informed of necessary matters prior to deciding to enter a consumer lease with us.

### **CREDIT ASSESSMENT**

Before offering to, or entering a consumer lease with you, the law requires us to perform a credit assessment.

This credit assessment will include:

- making reasonable enquiries about your objectives and requirements in relation to the consumer lease;
- making reasonable enquiries about your financial situation; and
- taking reasonable steps to verify your financial information.

The purpose of the credit assessment is to ensure any consumer lease we may offer you is not unsuitable for you.

A consumer lease will be unsuitable for you, and we will not allow you to enter into a consumer lease with us, if:

- it is likely you could not comply with, or could only comply with substantial hardship, your financial obligations to us under the consumer lease; or
- the consumer lease will not meet your requirements or objectives; or
- any rule or regulation under the National Consumer Credit Protection Act 2009 (Cth) and the National Consumer Credit Protection Regulations 2010 prohibits us from doing so.

A consumer lease will create substantial hardship if you can only comply with your obligations under the consumer lease by selling your principal place of residence.

### **COPY OF THE CREDIT ASSESSMENT**

You have the right to ask us for a written copy of the credit assessment.

You can request a copy of the assessment:

- at any time prior to entering into a consumer lease;
- at any time up to 7 years after entering a consumer lease.

If you request a copy of the assessment within two years of the date of the consumer lease is entered, we must provide it to you within seven business days of your request.

If you request a copy of the assessment beyond two years but within seven years of the date the consumer lease is entered, we must provide it to you within 21 business days of your request.

If you request a copy of the credit assessment, we are required by law to provide it at no cost to you.

Please note that we are not obliged to give you a copy of the assessment where we do not enter a consumer lease with you.

## **DISPUTE RESOLUTION**

Business relationships are built through trust, openness, honesty, integrity, consistency, and respect towards others. Sometimes, though, there may be differences of opinion, particularly when things don't quite work out the way you intended when you took out the consumer lease. We recognise communication is the key to solving these difficulties and the steps below will assist both of us quickly get our relationship back on track.

1. If you are dissatisfied with something we've done, we encourage you to phone us and explain your concern(s). We can usually resolve the matter(s) amicably, without delay.
2. If you're still not happy with our response, you should contact our Internal Dispute Resolution (IDR) Manager on 0418 683 392 as soon as possible. We may ask that you put your complaint in writing to us so that we may investigate it further. You can email it to us at: [hello@lightningrentals.com.au](mailto:hello@lightningrentals.com.au).
3. Should you still be dissatisfied after taking the above steps, you may contact our ASIC approved External Dispute Resolution (EDR) provider. You can contact them at no cost at:

Australian Financial Complaints Authority Limited  
GPO Box 3  
Melbourne VIC 3001

Telephone: 1800 931 678  
Fax: 03 9613 6399  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: <https://www.afca.org.au/>

Please note that you must have gone through our IDR process first before making a complaint to AFCA.

Failure to attempt to resolve the matter via our IDR process prior to making a complaint to AFCA will result in the matter being referred to us to resolve in the first instance.