

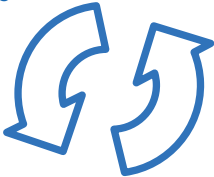

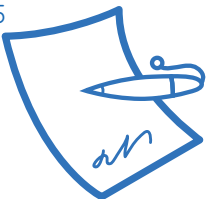



Personal Loans Referral Centre Process

Process Step	Description	Introducer Action
Step 1 	Broker Identifies Personal Loan Referral opportunity with customer.	<ul style="list-style-type: none"> • Complete Personal Loan Application Form • Complete Privacy Consent • Gather all required information from the customer as detailed on the application checklist
Step 2 	Completion of checklist on GE Money fax header. Fax header must have supporting documentation including two pay slips.	<ul style="list-style-type: none"> • Complete fax header checklist • Fax all documents to 1300 884 712
Step 3 	Credit decision notification.	<ul style="list-style-type: none"> • Check email for PLRC notification <p>Notification within 24 hours.</p> <p>See Note 1 on reverse.</p>
Step 4 	GE Money Local Branch sets appointment with customer. Branch locator available at www.gemoney.com.au/branch	<p>No action required.</p> <p>Updates available on PLRC service phone line 1300 883 712.</p>
Step 5 	Customer visits GE Money branch and signs.	<ul style="list-style-type: none"> • Check email for PLRC notification <p>Notification will be sent within 24 hours of customer settlement.</p>
Step 6 	Commission statement sent.	<ul style="list-style-type: none"> • Check for statement and payment arrival 10 working days from calendar month end <p>Please note GE Money policy on Brokerage Fees.</p>

*Please note conditional approval is defined as the loan being conditionally approved pending confirmation of all information provided as complete and correct, and subject to valuation (if required).

Accreditation and Contacts

ACCREDITATIONS

To become accredited with GE Money, please complete the New Introducer Accreditation Application form and fax it to 03 9921 6113.

To transfer your GE Money Broker Accreditation, please complete the Transfer Form and fax it to 03 9921 6113.

For all enquiries regarding your Accreditation with GE Money, email introduceraccreditations@ge.com

SUBMITTED APPLICATIONS AND SCENARIOS

Please contact the Personal Loan Referral Centre for all enquiries regarding submitted applications, and discuss possible loan scenarios prior to sending a loan application.

PLRC Service Line: 1300 883 712

Fax Line: 1300 884 712

Email Address: PLR.centre@ge.com

Opening Hours: 9am – 6pm Monday to Friday EST

Personal Loans Referral Centre (PLRC) Service Levels

The PLRC will strive to meet the following Service Levels:

1. **24 hour** turnaround for conditional approval* or turndown notification from receipt of the completed application.
To ensure you receive this level of service, be sure to:
 - Complete the GE Money Application Form and Privacy Notice
 - Complete the checklist on the GE Money Facsimile Cover Sheet and attach any additional information requested
 - Attach the Application Form, Privacy Notice and additional information behind the GE Money Facsimile Cover Sheet and fax all documents to the PLRC
 - Provide contact details for notification.
2. Confirmation of settlement or notification of a turndown within 24 hours of the customer appointment at their local GE Money branch.
3. Statement of settled business and commission paid provided within 10 working days of Calendar month end.
4. Commission payments to GE Money Introducers within 10 working days of Calendar month end.

*Please note conditional approval is defined as the loan being conditionally approved pending confirmation of all information provided as complete and correct, and subject to valuation (if required).