

Privacy acknowledgement and consent (continued)

You agree that Heritage may use a consumer credit report or commercial credit report to assess whether to accept you as a guarantor for consumer credit or commercial credit applied for by the applicant.

You may request a CRB not to disclose your information because you have been or are likely to be a victim of fraud, which may result in a "ban period" being in force regarding disclosure of your consumer credit report. You agree that Heritage may obtain a consumer credit report even if a ban period is in place:

- if you agree to become a guarantor during a ban period; or
- to collect overdue payments relating to a guarantee you have given.

APPLICANTS AND GUARANTORS: Heritage may exchange information about you with other credit providers

Heritage may exchange information about you with credit providers named in your application or in a consumer credit report to:

- assess your application for consumer or commercial credit or your creditworthiness;
- notify those other credit providers of a default by you or of the status of your consumer or commercial credit facility with Heritage if you are in default with any of those other credit providers;
- attempt to assist you to avoid defaulting on your consumer or commercial credit obligations.

The information exchanged can include anything about your creditworthiness, credit standing, credit history or credit capacity that credit providers can exchange under the Privacy Act and may include your consumer credit report and related information. This can happen before, during or after the provision of credit to you. You agree that Heritage may exchange information with credit providers as described in this section.

APPLICANTS: Heritage may give information about you to guarantors

Heritage may give an existing guarantor, or a person you indicate is considering becoming a guarantor, or a person who has or is considering providing security for a loan made to you, information about you and the relevant loan. This can happen before, during or after the provision of credit (commercial or consumer) to you.

The information given can include anything about your creditworthiness, credit standing, credit history or credit capacity that credit providers can disclose under the Privacy Act.

You agree that Heritage can disclose your information to those persons to keep them informed about the loan, including when the amount of credit provided to you is being, or may be, increased.

In particular, you agree that Heritage can disclose your consumer credit report and related information when the information is given:

- for the purpose of the person deciding whether to become a guarantor or offer security for your loan;
- to a person who has provided security for your loan; or
- to an existing guarantor for the purpose of enforcing the guarantee.

APPLICANTS AND GUARANTORS: QBE may obtain information and credit reports about you

Heritage collects your personal information when you apply for a mortgage. Heritage may then apply to QBE Lenders' Mortgage Insurance Ltd (QBE) for lenders' mortgage insurance for that mortgage and disclose your personal information to QBE.

Where permitted by the Privacy Act, QBE may also seek and obtain from a credit reporting body:

- commercial credit information (concerning your credit worthiness or history);
- consumer credit information; and
- collection of overdue payments information.

QBE collects your personal information for the purposes of securing and administering such insurance, including dealing with claims and recovery of proceeds.

The information collected by QBE is required under the *Insurance Contracts Act 1984 (Cth)* and is necessary for QBE to undertake its business. If you do not provide any of the information QBE requires then QBE will not be able to issue the insurance. As a result, Heritage may not be able to provide the mortgage to you.

QBE uses your information to:

- assess the risk of:
 - providing lenders' mortgage insurance to Heritage;
 - you defaulting on your obligations to Heritage;
 - you being unable to meet a liability that might arise under a guarantee, in respect of mortgage finance given (or to be given) by Heritage to another person;
- administer or vary any lenders' mortgage insurance cover provided, including dealing with claims, recovery of proceeds and enforcing the mortgage in the place of Heritage;
- conduct risk assessment and management involving securitisation, credit scoring, portfolio analysis, reporting, fraud prevention and claim recovery; and
- comply with legislative and regulatory requirements including the Privacy Act and the Insurance Contracts Act as amended from time to time.

QBE also uses your information for such other purposes as may be permitted under the Privacy Act.

QBE may disclose personal information as permitted by the *Privacy Act 1988* to:

- its related companies, whether in Australia or overseas, specifically in the Philippines;
- Heritage;
- reinsurers;
- CRBs and ratings agencies;
- other mortgage insurers;
- parties for the purpose of securitisation;
- a guarantor or potential guarantor;
- its service providers (including marketing companies, data consultants and IT contractors);
- to parties for the purposes of fraud prevention;
- its agents, contractors, and external advisers;
- your referees, including your employer;
- your legal and financial advisers;
- government and other regulatory bodies (eg the Insurance Council of Australia);
- mercantile agents if you default on your obligations to Heritage;
- payment system operators; and
- other financial institutions and credit providers.

QBE may also, to the extent permitted by the Privacy Act, disclose information about you to a CRB for any purpose set out above. The CRB may then include your information in reports that the CRB gives other organisations (such as other lenders) to help them assess your creditworthiness. Some of the information may adversely affect your creditworthiness (for example if you have defaulted on your loan) and accordingly, may affect your ability to obtain credit from other lenders.

Privacy acknowledgement and consent (continued)

QBE may need to exchange your information with credit providers and advisors during the course of the mortgage insurance policy for any purpose set out in this consent.

The mortgage insurer may obtain further personal information (including sensitive information) about you during the course of the mortgage insurance policy, and the terms of this consent and the mortgage insurer's Privacy Policy apply to its collection, use and disclosure of that information.

I agree that my personal information can be used or disclosed by QBE and Heritage as contemplated in this form.

QBE's Contact Information:
QBE Lenders' Mortgage Insurance Ltd
ABN 70 000 511 071
82 Pitt Street
Sydney NSW 2000
Phone: 1300 367 764
Contact Person: Privacy Officer
Email: compliance.manager@qbe.com

APPLICANTS AND GUARANTORS: Heritage may exchange information with insurers of your mortgaged property

If you are the mortgagor or owner of any mortgaged property, you authorise Heritage and the insurer under any insurance policy relating to the mortgaged property to exchange information with each other. This can happen before, during or after the provision of credit to you. The information exchanged can include:

- information about the mortgaged property or the credit which is secured over the mortgaged property;
- information about the insurance policy, including a copy of the policy or a certificate of currency; and
- personal information about you.

You also authorise the insurer, if Heritage asks it to, to note Heritage's interest in the mortgaged property on the insurance policy.

Mortgaged property means any real estate (including a house, building or other improvements on land) or goods (including a vehicle or boat) in which Heritage holds a mortgage or other security interest.

APPLICANTS AND GUARANTORS: Heritage may obtain verification information

You authorise Heritage to contact any person named in the application form, or in any supporting material about you given to Heritage, to verify information in the application or supporting material. For that purpose, Heritage may give information to those people about the application (who can include current or past employers, accountants and lawyers).

You authorise those people to give Heritage personal information about you. The information can include, in the case of an employer, information about your name, your salary or wage and other entitlements and the length of service, capacity and status of your employment.

Heritage's Privacy Policy

Heritage's Privacy Policy contains information about:

- how you may access personal information that Heritage holds

about you (including consumer credit reports and related information);

- how you may seek correction of that information;
- how you may complain about a breach of the Australian Privacy Principles, Part IIIA of the *Privacy Act 1988* and the CR Code; and
- how Heritage will handle a complaint.

Our Privacy Policy can be obtained online at www.heritage.com.au, or by contacting the following:

Privacy Officer, Heritage Bank Limited, Reply Paid 190, Toowoomba, Qld, 4350.

Privacy Act 1993 (New Zealand)

Heritage will use credit reporting service

You acknowledge that you understand:

- Heritage Bank Limited is asking for personal information about you to use Equifax's credit report service to credit check you;
- Equifax will give Heritage personal information about you for that purpose;
- Heritage will give your personal information to Equifax, and Equifax will hold that information on their systems and use it to provide their credit reporting service;
- when other Equifax customers use the Equifax credit reporting service, Equifax may give the information to those customers;
- Heritage may use Equifax's credit reporting services in the future for purposes related to the provision of credit to you. This may include using Equifax's monitoring services to receive updates if any of the information about you changes;
- if you default in your payment obligations to Heritage, information about that default may be given to Equifax, and Equifax may give information about your default to other Equifax customers; and
- you have the right to know who is collecting and holding information and also the right to have access to it and to correct if it is wrong.

The contact details for Heritage and Equifax are as follows:

Heritage Bank Limited, PO Box 190, Toowoomba, Qld, 4350, Australia
www.heritage.com.au

Equifax, PO Box 912012, Auckland, 1142, New Zealand
P: 0800 698 332 or +64 9 367 6200

You consent to Heritage obtaining a credit report

By signing this form, you consent to Heritage obtaining a credit report from Equifax. If you do not consent and sign this form, Heritage will not be able to consider your application further.

Declaration

By signing this form, I acknowledge that:

- I have read and understood this form and agree to the consents contained herein.

Print your full name here _____ Sign here _____

Print your full name here _____ Sign here _____

Print your full name here _____ Sign here _____

Print your full name here _____ Sign here _____