



FINANCIAL SERVICES and CREDIT GUIDE

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RateCity Pty Limited ABN 12 122 743 542 Australian Financial Services Licence No:
316710, Australian Credit Licence No: 316710, Level 7, Tower Building, Australia Square, 264 George St,
Sydney.

What is a Financial Services and Credit Guide?

This Financial Services and Credit Guide ('FSG') is an important document prepared by RateCity Pty Limited ('RateCity') to assist you in determining whether you wish to use any of the financial services or products provided by RateCity.

This FSG also provides information about:

- who we are;
- what services and types of financial products we are authorised to provide you;
- how we are paid;
- any potential conflict of interest we may have; and
- our internal and external dispute resolution procedures and how you assess them.

What Financial and Credit Services does RateCity offer?

RateCity is authorised, pursuant to its Australian Financial Services and Credit Licences, to provide general financial product advice and credit services (other than as a credit provider), through the provision of:

- (a) Internet based information service for consumers to find, compare & select retail financial products; and
- (b) Data & IT Services to other Portals and third party websites.

RateCity provides consumers with a search and compare facility for a wide range of banking and insurance products.

RateCity is authorised to provide general advice in relation to the following financial products:

- (i) deposit and payment products including:
 - (A) basic deposit products;
 - (B) deposit products other than basic deposit products;
 - (C) non-cash payment products;
- (ii) general insurance products;
- (iii) life products limited to:
 - (A) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
- (iv) interests in managed investment schemes excluding investor directed portfolio services; and
- (v) securities; and
- (vi) standard margin lending facility,
and deal in a financial product by:
 - (i) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:

- (A) deposit and payment products including:
 - (1) basic deposit products;
 - (2) deposit products other than basic deposit products; and
 - (3) non-cash payment products;
- (B) general insurance products;
- (C) life products limited to:
 - (1) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- (D) interest in managed investment schemes excluding investor directed portfolio services;
- (E) securities; and
- (F) standard margin lending facility

to retail and wholesale clients.

RateCity is authorised under its credit licence to:

- a) Engage in credit activities other than as a credit provider by:
 - (i) Providing a credit service where the licenses is not or will not be:
 - A. Where the service relates to a credit contract or proposed credit contract – the credit provider under the contract; or
 - B. Where the service relates to a consumer lease or proposed consumer lease – the lessor; and/or
 - (ii) Performing the obligations or exercising the rights of a credit provider in relation to a credit contract or proposed credit contract under which the licensee is not or will not be the credit provider; and/or
 - (iii) Performing the obligations or exercising the rights of a mortgagee in relation to a mortgage or proposed mortgage that secures or will secure obligations under a credit contract under which the licensee is not or will not be the credit provider; and/or
 - (iv) Performing the obligations or exercising the rights of a beneficiary under a guarantee in relation to a guarantee or proposed guarantee that guarantees obligations under a credit contract under which the licensee is not the credit provider; and/or
 - (v) Performing the obligations or exercising the rights of a lessor in relation to a consumer lease or proposed consumer lease where the licensee is not or will not be the credit provider.

Who is responsible for the financial and credit services provided?

RateCity is licensed under the Corporations Act and the National Consumer Credit Protection Act 2009 to provide the services outlined in this FSG.

What terms and conditions apply to use of RateCity's services?

RateCity's [terms of use](http://www.ratecity.com.au/terms-of-use/) (<http://www.ratecity.com.au/terms-of-use/>), [disclaimer](http://www.ratecity.com.au/disclaimer/) (<http://www.ratecity.com.au/disclaimer/>) and [privacy policy](http://www.ratecity.com.au/privacy-policy/) (<http://www.ratecity.com.au/privacy-policy/>) apply to your use of this service. Please review these carefully. If you use the RateCity website, you will be deemed to have accepted these terms and conditions.

Are we adequately insured?

RateCity is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. This insurance covers the actions of our staff and representatives dealing with you even where those people subsequently leave the company's employment.

Why is this guide provided to you?

Under the Corporations Act, RateCity is deemed to provide general financial product advice to you through any of the above means and to deal, even though we do not deal directly with you. RateCity's credit licence requires it to provide you with a credit guide setting out the information in this document.

RateCity materials may be distributed to you through third party intermediaries, including advisers or mortgage brokers or may be published on our website.

RateCity does not accept instructions in relation to our services directly from you. General advice and credit information provided by RateCity does not constitute personal advice as it does not take into account your financial situation, needs and objectives.

Are there any relationships that exist that may influence us when we provide advice?

RateCity is not owned by any financial or credit product issuer. RateCity is a joint venture between the shareholders of CANSTAR CANNEX P/L ACN 053 646 165 and ninemsn Pty Limited ACN 077 753 461. CANSTAR CANNEX supplies data and provides IT services to RateCity on commercial terms.

A financial product issuer's product may not be shown in RateCity's website search results or top tables. This can be for one of three reasons:

- Some institutions are not in a position to accept online leads because, for example, they can only deal with customers from a certain industry, or from a very defined part of Australia, or because they might not be able to process any new customers at all for a period of time.
- Some institutions will not provide RateCity with access to their data – this is the case with some car insurance companies, for example.
- Some institutions are not willing to pay RateCity for inquiries or leads. From time to time such institutions may be excluded from search results if RateCity believes that it can still offer users a good set of search results.

Mr Lachlan Given is a non executive director of both CANSTAR CANNEX and RateCity. Mr Andrew Willink is non executive Chairman of RateCity and a non executive director of CANSTAR CANNEX. Mr Given and Mr Willink represent the interests of their respective related party shareholder on those boards. Mr Andrew Spicer is a director of RateCity and CEO of CANSTAR CANNEX.

Staff remuneration, commissions and other benefits

RateCity employees receive a salary and do not receive remuneration, commissions or other benefits from any products issuers. They may be eligible for an annual performance payment which is discretionary and based on reaching agreed performance levels.

How do we get paid?

RateCity may charge the following fees:

1. **Site activity** relating to the institutions' products – i.e. either:
 - CPC (cost-per-click) – where some institutions pay RateCity on the basis of the number of times consumers click on their product references within RateCity.com.au; or
 - Cost per Lead (CPL) – where some institutions pay RateCity upon receipt by the institution of an enquiry for more information about one of their products; or
 - Cost per Application (CPA) – where some institutions pay RateCity upon the receipt of an application from a customer who submitted the application via the RateCity website
2. **Advertising**, typically calculated as:
 - CPM (cost per impressions model) – in this method an average click-through rate is assumed (being estimated or calculated from actual behaviour) for each impression that exists on the website. Institutions therefore pay according to the number of impressions placed on-site.
 - CPC (cost-per-click) – where institutions pay RateCity on the basis of the number of times consumers click on their product references within RateCity.com.au (including sponsored links).

You may request particulars of the fees in relation to RateCity services that you are interested in purchasing by contacting RateCity directly. Fees are negotiated with institutions on a case by case basis.

Will anyone be paid for referring me to you?

There are no fees payable for referrals made to us.

What should I do if I have a complaint?

Should you wish to lodge a complaint about the service provided by RateCity you should send an email to admin@RateCity.com.au addressed to the Complaints Officer. We have established procedures to ensure that all complaints are properly considered and dealt with. In the event, that the outcome of your complaint is not satisfactory to you, you may request that the matter be referred to the Financial Ombudsman Services Limited (FOS). You may request further information about the complaints scheme at any time. You may contact FOS as follows:

Financial Ombudsman Services Limited
GPO Box 3
Melbourne Vic 3001
Phone: 1300 780 808 (Australia Wide)
Fax: (03) 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au