



DIVERSE RENTALS' CREDIT GUIDE

As a Lessor, we provide you with the following Credit Guide, which must be provided to you in writing, in accordance with Section 149 (152) of the National Consumer Credit Protection Act 2009.

Licensee's name (Lessor): Tasthala Pty Ltd, a/t for S & H Peverell Family Trust, t/a Diverse Rentals

ACN: 13 96 29 566. Licensee's registered office: 135-137 Peter Street, Wagga Wagga NSW 2650

Telephone: 02 6921 1866 Postal address: PO Box 8214, Kooringal, NSW 2650

Australian Credit Licence Number: 450107

Disputes

Internal Dispute Resolution (IDR) Procedure: Should you have a complaint or concern regarding your lease, including any unforeseen financial difficulty, first please contact Diverse Rentals' IDR Manager. This can be done verbally, but it may assist if you put your complaint in writing first. The Manager will contact you to discuss the matter after making preliminary enquiries and will be pleased to assist in resolving your complaint or concern. There is no charge for this service.

IDR Manager: Hayley Peverell

Ph: 02 6921 1866 Fax: 02 6926 5908 Email: admin@diverse rentals.com.au

External Dispute Resolution (EDR) Procedure: Following contact with the IDR Manager, if you are not satisfied with the outcome of the attention given to your complaint or concern, you may contact the Credit and Investments Ombudsman Limited (CIO), of which Diverse Rentals is a member, with detail of your complaint or concern. There is no charge for this service.

External Dispute Resolution (EDR) Scheme membership details:

CIO: Phone: 1800 138 422, email: info@cio.com.au, or go to www.creditombudsman.com.au. Postal address: PO Box A252, Sydney South, NSW 1235.

Please do NOT contact the External Dispute Resolution scheme before you have contacted the Internal Dispute Resolution Scheme Manager. You will probably be sent back to contact the Internal Dispute Resolution Manager anyway and resolution of your complaint will be unnecessarily delayed.

Assessment of lease application: Under Sections 151 to 156 of the National Consumer Credit Protection Act 2009, we are required to make reasonable enquiries to assess the suitability of the lease you have requested.

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