

# Point Hacks Australia Credit Guide

**Dated: Wednesday, 23<sup>rd</sup> November 2022**

This Credit Guide describes our services, to assist you to decide whether to use them and provides key information you need to make an informed choice when engaging our service. It describes how we are remunerated, our professional indemnity insurance, and how we handle any complaints you may have.

## 1. Our Services

We are an authorised credit representative (Credit Rep No. 504786) of MSC Advisory Pty Ltd ACN 607 459 441 (Australian Credit Licence (ACL) No. 480649) ('Licensee'), who has authorised the distribution of this Credit Guide, and has authorised Point Hacks Australia Pty Ltd ACN 622 987 160 ('us, we') as the owner of Australian Frequent Flyer website to provide the following services under their licence:

- Engage in credit activities other than as a credit provider or lessor, limited to the provision of credit services (limited to acting as an intermediary) in relation to a credit contract or consumer lease where we are not the credit provider or lessor.

## 2. How you can deal with Point Hacks Australia

Point Hacks can be found online at [www.pointhacks.com.au](http://www.pointhacks.com.au), Facebook at [www.facebook.com/pointhacks](https://www.facebook.com/pointhacks).

## 3. How we are paid

Point Hacks Australia receives remuneration from financial services providers and from other advertisers on our websites and related digital channels.

Remuneration is in the form of either performance-based agreements, where remuneration is linked to the number of customers referred to financial services providers in a given period, or from fixed fee advertising arrangements.

Specific performance based remuneration or commissions change frequently. Commission information can be found at <https://www.pointhacks.com.au/cards/referrals/>

No fees or charges are payable by you to Point Hacks Australia for our services.

## 4. Professional Indemnity Insurance

We have professional indemnity insurance in place that satisfies the requirements for compensation arrangements imposed by the Corporations Act 2001. This covers the services provided by us and our representatives (including after they cease working with us).

## 5. What to do if you have a complaint

If you have any complaints you can raise them directly with us, please email us at [assist@pointhacks.com](mailto:assist@pointhacks.com) or contact us via post at Point Hacks Australia, 207/28 Riddell Parade, Elsternwick, VIC 3185. We will acknowledge receipt of your complaint within 5 business days and attempt to resolve it as soon as practicable. If you are not satisfied with our response you may also raise your complaint directly with our authorising ACL Licensee by calling 1300 798 790, or via email at [complaints@msc.group](mailto:complaints@msc.group).

If the outcome of your complaint is still not satisfactory to you, you may refer your complaint to the Australian Financial Complaints Authority (AFCA), of which Point Hacks Australia PTY LTD is a member 40886. Please be aware our Australian Credit Licensee is also a member (36916).

Using AFCA is free to consumers. If you would like to access the scheme, please lodge a complaint with:

The Australian Financial Complaints Authority:

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

You may also wish to contact the Australian Securities and Investments Commission (ASIC) to discuss your complaint and/or your concerns. You can contact ASIC on 1300 300 630 (Toll Free, Australia Wide).

## 6. How you can contact us:

Point Hacks Australia PTY LTD

ACL Authorised Representative Number 504786

207/28 Riddell Parade, Elsternwick, VIC, 3185

Email: [assist@pointhacks.com](mailto:assist@pointhacks.com)

Our authorising ACL Licensee:

MSC Advisory Pty Ltd

ACL Number 480649

Level 2, 395 Colins Street

Melbourne VIC 3000

Email: [enquiries@msc.group](mailto:enquiries@msc.group)