

PERSONAL LOAN STAR RATINGS

IN THIS REPORT

We research & rate:

- 152 car loans
- 152 unsecured personal loans
- 90 secured personal loans

To determine those which offer outstanding value to consumers.



AUSSIES ARE BORROWING LESS

Like many consumers and governments around the world, Australians have had a love affair with debt for quite some time. Indeed, our collective debt levels are causing some concern for regulators in the face of a consistently strong \$AUD and a persistently low rate of inflation.

Nevertheless our debt levels have been falling in relative terms; one possible benefit of the GFC is that it did put a brake on the growth of Australian debt levels. Post-GFC, Aussies seem to have reverted to their savings levels of a generation earlier.

Taking mortgages out of the equation, CANSTAR finds that the debt to disposable income ratio of other household debt, which includes personal loans, has decreased by 31.96% over the past six years, from a ratio of 20.5 in June 2007 to 14.0 in June 2013. This suggests that, despite historically low interest rates, consumers are remaining cautious with regards to discretionary spending.

Despite this caution, personal loans endure and for some consumers personal loans do offer distinct benefits. There benefits include:

- The ability to borrow as little or as much (subject to your personal borrowing capacity) as required.
- A structured repayment timeframe, which could range from six months to ten years. A structured timeframe means that your debt will at some point be extinguished.
- Certainty of both regular repayment amount and rate of interest.
- Flexibility (in most instances) to extinguish your debt ahead of time.

Certainly average personal loan interest rates offer a more cost-effective alternative to credit card interest rates, with a current average unsecured personal loan variable rate of 13.14%, compared to the current average credit card interest rate of 17.02%. There does still remain, however, a significant margin between the official cash rate and the average unsecured personal loan variable rate.

Date	Unsecured loan rate	loan %	Official cash rate	Margin
1 Nov 08		13.70%	6.00%	7.70%
1 Nov 09		13.44%	3.25%	10.19%
1 Nov 10		13.89%	4.50%	9.39%
1 Nov 11		13.94%	4.75%	9.19%
1 Nov 12		13.67%	3.25%	10.42%
1 Nov 13		13.14%	2.50%	10.64%

Source: CANSTAR personal loan star ratings, November 2013

HOW PERSONAL LOANS STACK UP

When it comes to personal debt, consumers have a number of borrowing options available. These include:

Payday Loan:

A pay day loan is a small, short-term unsecured loan. Payday loans are characterized by a high rate of interest charged (both NSW & QLD have recently imposed a 48% maximum annual percentage rate, including fees and brokerage) and generally a low dollar value of loan. The usual loan size is less than \$2000 and has a loan period of a fortnight or month.

Overdraft facility:

An overdraft facility is an arrangement between the lender and the customer based on the customer's credit rating and ability to pay back the money. Usually a personal overdraft may be approved for an amount of around \$500. This facility allows the customer to overdraw their account at an interest rate which is similar to that charged on a typical personal loan. An overdraft facility can be both secured or unsecured.

Credit Card:

A credit card is a revolving debt facility on which Australians collectively owe approximately \$50 billion at any point in time. It works on the principal that consumers can rotate their debt on a monthly basis and receive an interest-free period to pay back the debt in full to get the same initial benefit once again. It is an unsecured debt, with an average interest rate that reflects that arrangement, and has become a way of transactional life for many consumers.

Personal Loan:

A personal loan is a larger credit facility (up to \$100,000) that can be taken for a longer term – generally a maximum of 10 years. It can be a secured or unsecured loan.

It can be used to purchase large ticket items or alternatively as a great consolidation tool. Unlike credit cards there is no way of adding to a personal loan with more impulse purchases. With a personal loan consumers can be sure that at the end of their repayments, they will be able to get over their debt.

Home loan line of credit:

Home loan redraw is an attractive option for larger projects such as home renovations. Be mindful though that if you do not repay extra dollars into the mortgage to cover the redraw amount, you will in effect be simply lengthening the life of your home loan.



When it comes to borrowing money for personal finance needs, being objective about both your borrowing needs and repayment capacity will put you in a better position to choose the best credit product for you.

The table on the following page summarises the various pros and cons with each method of payment.

Features	Car / Personal Loan	Credit Card	Home Loan redraw
Loan amount	Medium	Small	Medium to large
Loan Duration	Medium	Indefinite	Long
Interest rate	Medium	High	Low
Pros	Disciplined repayment plan	Flexibility to use it whenever you need it, subject to borrowing limit	Readily available source of pre-saved funds
Cons	Not as flexible as Credit Cards, with a higher average interest rate than home loan redraw	Higher average interest rate than personal loan or home redraw. Can be an expensive "credit trap" for undisciplined spenders	May turn your short term debt into long term if increased repayments are not factored in to your mortgage

SECURED OR UNSECURED: WHAT'S THE DIFFERENCE?

As part of this star ratings, CANSTAR research both secured and unsecured personal loans, as well as car loans (which are a form of personal loan secured against the motor vehicle that is being purchased with the funds). So how do these loans differ?

A **secured loan** is secured against a particular asset. That means that if a consumer fails to meet their repayment obligations, the lender has the right to take possession of the asset and sell the asset in order to recoup the borrowed funds. Because the loan is secured by an asset, this type of loan is seen by the lender as a lower business risk and as such a secured loan will tend to attract a lower interest rate. Currently on the CANSTAR database, the average variable interest rate on a secured loan is 10.65%.

An **unsecured loan**, as the name suggests, is money that is lent without the lender taking security over an asset. This makes an unsecured loan a higher business risk for lenders and the interest rates charged will generally reflect this. Currently on the CANSTAR database, the average variable interest rate on an unsecured loan is 13.79%.

Within the secured and unsecured environment, a personal loan may be for a multitude of purposes. CANSTAR appreciates the clear distinction of personal loan users as two separate groups. One group of borrowers uses personal loans mainly to purchase cars while the other group uses personal loans to finance other interests such as debt consolidation or holidays. The latter group may either require a secured or an unsecured loan. CANSTAR's *personal loan star ratings* methodology reflects the distinction between these groups and loans are assessed by category as follows:

- **Car Loan - \$25,000 repaid over 5 years** - to be eligible for this category, loans must be available for car purchase and be available for the loan amount and loan term used in the car loan scenario.
- **Unsecured Personal Loan - \$15,000 repaid over 3 years** - to be eligible for this category, loans must be available for either debt consolidation or holidays and be available for the loan amount and loan term used in that unsecured personal loan scenario.
- **Secured Personal Loan - \$20,000 repaid over 5 years** - to be eligible for this category, loans must be available for either debt consolidation or holidays and be available for the loan amount and loan term used in that secured personal loan scenario.



WHAT SHOULD CONSUMERS LOOK FOR?

The interest rate charged on the loan will be the primary consideration for most consumers, but beyond this a number of other features are also potentially important. These include:

- **Repayment flexibility.** In addition to the regular repayments, it is useful if a personal loan also allows additional lump-sum or regular repayments. That way, if your finances allow, you have the ability to repay the loan ahead of time.
- **Competitive fees and charges.** The fees and charges that are applied can make a significant difference to the overall cost of a loan and you will need to balance the interest rate charged plus the other fees and charges to ensure that you choose a competitive product.
- **Good service.** Can you access your loan details online? Is it easy to make additional repayments? Are your account queries answered promptly and accurately? While borrowers will have varying customer service needs, there are some basics of good service that are universal.

DEBT CONSOLIDATION CALCULATION

Credit card or personal loan? When it comes to debt consolidation, working out which loan structure will be the most cost effective largely comes down to your repayment habits. The tables below examine the difference between repaying a loan of \$10,000 over 3 years using 13.8% personal loan compared to a 12.7% low rate credit card with a balance transfer period of 6 months at an introductory rate of 0%.

By looking at the total interest paid, the consumer would be better off by an estimated \$897.71 taking out the credit card with its 6 months balance transfer offer of 0% instead of the personal loan. However, as the second table clearly shows, if the consumer fails to repay the fixed monthly repayments of \$320.00 on the credit card and elects instead to pay only the minimum, he or she will take more than 17 years to repay the debt in full, at an estimated total cost of \$14,370.42.

Apart from cost considerations, individuals should strongly consider their own spending habits and their ability to repay their debts on time. If you are prone to overspending or not paying on time, you are better off with a personal loan, as it forces you to make regular repayments.

The borrowing period is another important consideration. If it takes you a long time to repay your debt, you might end up paying more interest on your credit card than a personal loan. This is very much brought home when the interest-free period ends and your credit card reverts to charging a higher interest rate.

Personal Loan vs Credit Card: Total repaid in 3 years

	Interest Rate p.a.	Monthly repayment	At the end of 3 rd year	
			Total Interest Paid	Closing Balance
Personal Loan				
3 years	13.8%	\$340.81	\$2,269.01	\$0
Credit Card				
3 years	12.7%	\$320.00	\$1,371.20	\$0

Personal Loan vs Credit Card: Minimum Repayment

	Interest rate p.a.	Monthly Repayments	At the end of 3 rd year		
			Total Interest Paid	Closing Balance	Years repaid in
Personal Loan					
3 years	13.8%	\$340.81	\$2,269.01	\$0	3 years
Credit Card					
Minimum Repayments	12.7%	3% or \$10	\$4,368.31	\$4,580.85	17yrs & 5 months

STAR RATINGS A SHORTLIST

CANSTAR personal loan star ratings will help you easily compare the best five star loan for your needs. In compiling this comparison we evaluated a total of 394 personal loan products from 75 institutions. We drilled these numbers down into 90 secured personal loans, 152 unsecured personal loans and 152 car loans. Only the top 5%-10% in each category were awarded five stars denoting outstanding value.

To check the methodology we used in our star ratings, see the document at the end of the results report below.

COPYRIGHT

© CANSTAR Pty Ltd ABN 21 053 646 165, 2008. The recipient must not reproduce or transmit to third parties the whole or any part of this work, whether attributed to CANSTAR or not, unless with prior written permission from CANSTAR, which if provided, may be provided on conditions.

DISCLAIMER:

To the extent that any CANSTAR data, ratings or commentary constitutes general advice, this advice has been prepared by CANSTAR Research Pty Ltd ABN 29 114 422 909 AFSL 437917 and does not take into account your individual investment objectives, financial circumstances or needs. Information provided does not constitute financial, taxation or other professional advice and should not be relied upon as such. CANSTAR recommends that, before you make any financial decision, you seek professional advice from a suitably qualified adviser. A Product Disclosure Statement relating to the product should also be obtained and considered before making any decision about whether to acquire the product. CANSTAR acknowledges that past performance is not a reliable indicator of future performance. Please refer to CANSTAR Research's FSG for more information at www.canstar.com.au.

All information contained herein shall not be copied or otherwise reproduced, repackaged, further transmitted, transferred, disseminated, redistributed or resold, or stored for subsequent use for any purpose, in whole or in part, in any form or manner or by means whatsoever, by any person without CANSTAR's prior consent. All information obtained by CANSTAR from external sources is believed to be accurate and reliable. Under no circumstances shall CANSTAR have any liability to any person or entity due to error (negligence or otherwise) or other circumstances or contingency within or outside the control of CANSTAR or any of its directors, officers, employees or agents in connection with the procurement, collection, compilation, analysis, interpretation, communication, publication, or delivery of any such information. Copyright 2012 CANSTAR Pty Ltd ABN 21 053 646.





personal loan star ratings

Car Loans

Company	Product	Published Rate (%)	Rate Varies With Deposit	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Unsecured	100% Loan Available
				Monthly	Application	Min	Max			
★★★★★ "outstanding value"										
ADCU	New Car Loan	7.39	X	\$ 0.00	150.00	1000	80000	variable	X	✓
Catalyst Money	New Car Loan Secured BOS	7.99	X	\$ 0.00	125.00	10000	100000	1 yr to 7 yrs	X	✓
Catalyst Money	Variable Rate Car Loan	8.16	X	\$ 0.00	125.00	10000	100000	variable	X	✓
Community First CU	Green Car Loan	7.99	X	\$ 0.00	200.00	10000	60000	1 yr to 5 yrs	X	✓
Community First CU	New Car Loan Fixed	7.99	X	\$ 0.00	200.00	10000	60000	1 yr to 5 yrs	X	✓
Defence Bank	New Car Loan	7.39	X	\$ 0.00	150.00	0	100000	variable	X	✓
First Option Credit Union	New Car Ln-Sec Honeymoon	5.99	X	\$ 0.00	0.00	3000	75000	mth to 6 mth	X	✓
Gateway Credit Union	New Car Loan	7.69	X	\$ 0.00	99.00	3000	75000	variable	X	✓
Greater Building Society	New Car Loan	7.95	✓	\$ 0.00	250.00	5000	100000	1 yr to 7 yrs	X	✓
Holiday Coast CU	New Car Loan Variable	7.25	X	\$ 0.00	200.00	5000	70000	variable	X	✓
Horizon Credit Union	New Car Loan Fixed	7.99	X	\$ 0.00	150.00	0	00000000	1 yr to 5 yrs	X	✓
Illawarra CU NSW	New Car Loan Sec BOS	7.99	X	\$ 0.00	125.00	10000	100000	1 yr to 7 yrs	X	✓
Illawarra CU NSW	Variable Rate Car Loan	8.16	X	\$ 0.00	125.00	10000	100000	variable	X	✓
Newcastle Permanent	Personal Loan Secured	7.49	X	\$ 0.00	145.00	1000	00000000	mths to 7 yr	X	✓
Northern Beaches CU	Fixed New Car Loan	6.99	X	\$ 0.00	150.00	10000	65000	to 60 mths	X	✓
Qantas Credit Union	Special Secured Loan <5yrs o	7.59	X	\$ 0.00	0.00	10000	100000	variable	X	✓
Qld Police Credit Union	Car Loan - New (QLD)	8.99	X	\$ 0.00	0.00	1000	100000	variable	X	✓
RACV	Car Loan	7.45	X	\$ 0.00	301.44	5000	00000000	1 yr to 5 yrs	X	✓
Teachers Mutual Bank	Secured New Car Loan	8.39	X	\$ 0.00	100.00	10000	80000	variable	X	✓
The Mac	Car Loan New	6.99	X	\$ 0.00	50.00	1000	100000	variable	X	✓
Victoria Teachers Mutual	Green Car Loan	8.54	X	\$ 0.00	90.00	5000	00000000	1 to 9 yrs	X	✓
★★★★★										
ADCU	Used Car Loan	9.39	X	\$ 0.00	150.00	1000	70000	variable	X	✓
bankmecu	goGreen Car Loan Variable =	8.64	X	\$ 0.00	150.00	1000	00000000	variable	X	✓
bankmecu	goGreen Car - Var - ANCAP5	8.14	X	\$ 0.00	150.00	1000	00000000	variable	X	✓
Bankstown City CU	New Car Manager	8.25	X	\$ 0.00	125.00	10000	50000	variable	X	✓
BankVic	New Car Loan	9.49	X	\$ 0.00	0.00	5000	100000	mth to 5 yrs	X	✓
Bankwest	Car Loan Secured	8.89	X	\$ 5.00	0.00	10000	100000	3 yrs to 7 yrs	X	✓
Bendigo Bank	Green Sec Personal Loan	7.79	X	\$ 0.00	150.00	2000	00000000	1 yr to 7 yrs	X	✓
Beyond Bank	No Fee Loan	8.95	X	\$ 0.00	0.00	10000	125000	1 yr to 7 yrs	X	✓
Beyond Bank	Low Rate Loan	7.95	X	\$ 5.00	150.00	5000	125000	1 yr to 7 yrs	X	✓
Coastline Credit Union	Car Loan New	9.29	X	\$ 0.00	200.00	1500	100000	variable	X	✓
Coastline Credit Union	Car Loan Fixed New	9.55	X	\$ 0.00	200.00	1500	100000	1 yr to 7 yrs	X	✓
CUA	Vehicles <2yrs old -30k Fixed	8.49	X	\$ 0.00	120.00	1000	30000	to 7 yrs	X	✓
Defence Bank	Used Car Loan	8.75	X	\$ 0.00	150.00	0	100000	variable	X	✓
Gateway Credit Union	Car Loan < 5yrs Old	8.59	X	\$ 0.00	99.00	3000	75000	variable	X	✓

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

CAR LOAN STAR RATINGS SUMMARY:

Page 1 of 7



personal loan star ratings

Car Loans

Company	Product	Published Rate (%)	Rate Varies With Deposit	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Unsecured	100% Loan Available
				Monthly	Application	Min	Max			
★★★★										
Greater Building Society	Personal Loan Secured	8.45	✓	\$ 0.00	250.00	5000	100000	1 yr to 7 yrs	X	✓
Holiday Coast CU	New Car Loan Fixed	8.25	X	\$ 0.00	200.00	5000	70000	1 yr to 7 yrs	X	✓
IMB	Car Loan (New)	7.45	X	\$ 0.00	125.00	2000	50000	1 yr to 7 yrs	X	✓
Macquarie Credit Union	New Car Loan <12 months	9.49	X	\$ 0.00	90.00	1000	80000	variable	X	✓
Quay Credit Union	Car Loan Direct	7.95	X	\$ 0.00	100.00	10000	100000	variable	X	✓
SCU	Fixed Rate Car Loan	7.95	X	Nil	Nil	10000	50000	mth to 5 yrs	X	✓
Select Credit Union	New Car Loan	8.74	X	\$ 0.00	150.00	10000	50000	variable	X	✓
SERVICE ONE Member	Fixed Rate Car Loan	8.49	X	\$ 5.00	150.00	0	75000	1 yr to 6 yrs	X	✓
SGE Credit Union	Go Green Car Loan	8.99	X	\$ 0.00	150.00	0	70000	variable	X	✓
Summerland CU	Eco Loan Secured	9.50	✓	\$ 0.00	130.00	No min	0000000(variable	X	✓
Summerland CU	Car Loan	9.25 to 9.70	✓	\$ 5.00	175.00	10000	0000000(variable	X	✓
Summerland CU	Eco Loan Unsecured	9.50	✓	\$ 0.00	130.00	No min	0000000(variable	✓	✓
Suncorp Bank	Secured Car Loans	7.99	X	\$ 5.00	175.00	5000	0000000(1 yr to 7 yrs	X	✓
Transport Mutual Credit	New Car Loan	7.74	X	Nil	Nil	5000	120000	variable	X	✓
Transport Mutual Credit	FreeRoad New Car Loan	8.79	X	\$ 0.00	0.00	5000	100000	variable	X	✓
Transport Mutual Credit	FreeRoad Green New Car Lo	8.54	X	\$ 0.00	0.00	5000	100000	variable	X	✓
Victoria Teachers Mutual	New Car Loan	9.04	X	\$ 0.00	90.00	10000	0000000(1 to 9 yrs	X	✓
Victoria Teachers Mutual	Green Personal Loan	9.60	X	\$ 0.00	90.00	0	0000000(1 to 9 yrs	✓	✓
Victoria Teachers Mutual	Used Car Loan	10.04	X	\$ 0.00	90.00	5000	0000000(1 to 9 yrs	X	✓
★★★										
ADCU	Personal Loan Unsecured	13.40	X	\$ 0.00	150.00	1000	80000	variable	✓	✓
ADCU	Fixed Rate Personal Loan	12.99	X	\$ 0.00	150.00	1000	50000	1 yr to 5 yrs	✓	✓
ANZ	Variable Rate Personal Loan-	14.09	X	\$ 0.00	150.00	5000	No max	variable	✓	✓
ANZ	Fixed Rate Personal Loan-Un	13.95	X	\$ 0.00	150.00	5000	No max	1 yr to 7 yrs	✓	✓
Bank of Melbourne	Secured Fixed Personal Loan	9.99	X	\$ 9.00	195.00	3000	80000	1 yr to 5 yrs	X	✓
bankmecu	Personal Loan	12.64	X	\$ 0.00	150.00	1000	0000000(variable	✓	✓
BankSA	Secured Fixed Personal Loan	9.99	X	\$ 9.00	195.00	3000	80000	1 yr to 5 yrs	X	✓
Bankstown City CU	Car Manager	11.49	✓	\$ 0.00	125.00	10000	50000	variable	X	✓
BankVic	My First Car Loan	9.74	X	\$ 0.00	0.00	3000	0000000(1 yr to 5 yrs	X	✓
BankVic	Used Car Loan	9.99	X	\$ 0.00	0.00	5000	100000	mth to 5 yrs	X	✓
BankVic	Personal Loan Unsecured	12.95	X	\$ 0.00	0.00	3000	60000	variable	✓	✓
BankVic	Personal Loan Secured	12.95	X	\$ 0.00	0.00	3000	60000	variable	X	✓
Bankwest	Flexible Personal Loan	13.99	X	\$ 10.00	0.00	5000	50000	1 yr to 7 yrs	✓	✓
Bendigo Bank	Secured Personal Loan	8.79	X	\$ 5.00	150.00	2000	0000000(1 yr to 7 yrs	X	✓
Beyond Bank	Flexi Loan Variable	13.45	X	\$ 0.00	150.00	5000	80000	variable	✓	✓
BOQ	Car Loan Fixed	10.99	X	\$ 7.50	195.00	5000	40000	1 yr to 7 yrs	X	✓

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

CAR LOAN STAR RATINGS SUMMARY:

Page 2 of 7



personal loan star ratings

Car Loans

Company	Product	Published Rate (%)	Rate Varies With Deposit	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Unsecured	100% Loan Available
				Monthly	Application	Min	Max			
★★★										
CairnsPenny Savings&L	Secured BOS	9.70	X	\$ 0.00	200.00	3000	25000	variable	X	✓
Catalyst Money	Unsecured Personal Loan	12.49	X	\$ 0.00	125.00	2000	30000	1 yr to 7 yrs	✓	✓
Catalyst Money	Secured Personal Loan	10.60	X	\$ 0.00	125.00	2000	30000	1 yr to 7 yrs	X	✓
Circle Credit Co-op	New Car Loan	8.99	X	\$ 0.00	100.00	500	50000	variable	X	✓
Circle Credit Co-op	Car Loan Up to 5yrs old	9.75	X	\$ 0.00	100.00	500	50000	variable	X	✓
Coastline Credit Union	Car Loan Fixed Old	11.55	X	\$ 0.00	200.00	1500	100000	1 yr to 7 yrs	X	✓
Coastline Credit Union	Car Loan Old	11.29	X	\$ 0.00	200.00	1500	100000	variable	X	✓
Coastline Credit Union	Car Loan Var Secured	14.55	✓	\$ 0.00	200.00	1500	100000	variable	X	✓
Commonwealth Bank	Secured Car Loan- Fixed	9.49	X	\$ 10.00	250.00	10000	00000000	1 yr to 5 yrs	X	✓
Commonwealth Bank	Variable Personal Loan- Unse	13.90 to 17.90	X	\$ 10.00	150.00	5000	50000	variable	✓	✓
Community Mutual Grou	Special Car Loan	10.99 to 12.99	✓	\$ 0.00	195.00	10000	00000000	variable	X	X
Community Mutual Grou	Personal Touch Loan	9.99	X	\$ 0.00	195.00	8000	00000000	to 5 yrs	✓	✓
CUA	Fixed Personal Loan	11.99	X	\$ 0.00	120.00	1000	100000	to 7 yrs	✓	✓
CUA	Used Vehicle 2-5 yrs old Fixed	9.49	X	\$ 0.00	120.00	1000	100000	to 7 yrs	X	✓
CUA	Personal Loan Unsecured	12.99	X	\$ 0.00	120.00	1000	50000	variable	✓	✓
Defence Bank	Personal Loan	12.99	X	\$ 0.00	150.00	0	100000	variable	✓	✓
Easy Street Fin Services	EasyLoan Fixed	13.43	X	\$ 0.00	100.00	5000	35000	1 yr to 5 yrs	✓	✓
Easy Street Fin Services	EasyLoan Variable	12.44	X	\$ 0.00	100.00	5000	35000	variable	✓	✓
ECU Australia	Say Yes Personal Loan	9.95	X	\$ 0.00	150.00	5000	80000	variable	✓	✓
Encompass Credit Union	Car Loan 1-3yrs old	10.29	X	\$ 5.00	150.00	1000	70000	variable	X	✓
Encompass Credit Union	New Car Loan <1yr old	9.29	X	\$ 5.00	150.00	1000	70000	variable	X	✓
First Option Credit Union	Unsec Personal Loan -Var	13.99	X	\$ 0.00	0.00	1000	30000	variable	✓	✓
First Option Credit Union	Used Car Loan-Sec	11.25	X	\$ 0.00	0.00	1000	75000	variable	X	✓
First Option Credit Union	New Car Loan -Sec	10.00	X	\$ 0.00	0.00	1000	75000	variable	X	✓
Gateway Credit Union	Car Loan > 5yrs Old	10.39	X	\$ 0.00	99.00	3000	50000	variable	X	✓
Greater Building Society	Personal Ln-Part Secured	10.70	✓	\$ 0.00	250.00	5000	50000	1 yr to 7 yrs	X	✓
Greater Building Society	Personal Loan Unsecured	11.95	X	\$ 0.00	250.00	5000	25000	1 yr to 5 yrs	✓	✓
Greater Building Society	Used Car Loan	8.95	✓	\$ 0.00	250.00	5000	100000	1 yr to 7 yrs	X	✓
Heritage Bank	Personal Ln Fixed Unsec	12.99	X	\$ 0.00	105.00	5000	25000	1 yr to 5 yrs	✓	✓
Heritage Bank	Personal Loan Var Sec	12.99	X	\$ 0.00	105.00	5000	100000	variable	X	✓
Heritage Bank	New Car Loan	10.35	✓	\$ 0.00	105.00	5000	100000	variable	X	✓
Heritage Bank	Used Car Loan	11.35	✓	\$ 0.00	105.00	5000	100000	variable	X	✓
Holiday Coast CU	Personal Loan Fixed	13.30	X	\$ 0.00	200.00	0	50000	1 yr to 5 yrs	✓	✓

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

CAR LOAN STAR RATINGS SUMMARY:

Page 3 of 7



personal loan star ratings

Car Loans

Company	Product	Published Rate (%)	Rate Varies With Deposit	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Unsecured	100% Loan Available
				Monthly	Application	Min	Max			
★★★										
Horizon Credit Union	Budget Personal Loan Unsec	11.00	X	\$ 0.00	100.00	500	30000	variable	✓	✓
Horizon Credit Union	Car Loan >3yrs old Sec	13.25	X	\$ 0.00	150.00	0	0000000(variable	X	✓
Horizon Credit Union	New Car Loan <1yr Sec	9.95	X	\$ 0.00	150.00	0	0000000(variable	X	✓
Horizon Credit Union	Car Loan 13mth-<3yrs old Se	11.00	X	\$ 0.00	150.00	0	0000000(variable	X	✓
Hume Building Society	Secured - New Vehicle	10.75 to 12.75	X	\$ 0.00	125.00	1000	100000	1 yr to 7 yrs	X	✓
Hume Building Society	Personal Loan Unsecured	13.95	X	\$ 0.00	125.00	1000	80000	1 yr to 5 yrs	✓	✓
Hume Building Society	Secured-Vehicle to 5yrs	12.75	X	\$ 0.00	125.00	1000	80000	1 yr to 5 yrs	X	✓
Hunter United Credit Un	Used Car Loan	10.75 to 18.25	X	\$ 5.00	150.00	0	25000	variable	X	✓
Hunter United Credit Un	New Car Loan	10.50 to 18.25	X	\$ 5.00	150.00	0	70000	variable	X	✓
Illawarra CU NSW	Secured Personal Loan	10.60	X	\$ 0.00	125.00	1000	30000	1 yr to 7 yrs	X	✓
Illawarra CU NSW	Unsecured Personal Loan	12.49	X	\$ 0.00	125.00	2000	30000	1 yr to 7 yrs	✓	✓
IMB	Personal Loan Secured	8.39	X	\$ 0.00	125.00	2000	50000	1 yr to 5 yrs	X	✓
Intech Credit Union	New Car Loan	10.24	X	\$ 0.00	75.00	5000	100000	variable	X	✓
Macquarie Credit Union	New Car Loan <5yrs old	10.20 to 10.70	✓	\$ 0.00	90.00	1000	80000	variable	X	✓
Macquarie Credit Union	Used Car Loan >5yrs old	13.40 to 13.90	✓	\$ 0.00	90.00	1000	80000	variable	X	✓
Macquarie Credit Union	Unsecured Personal Loan	13.95 to 15.20	X	\$ 0.00	90.00	1000	30000	variable	✓	✓
MyState	Unsecured Personal Loan	10.24 to 13.99	X	\$ 7.50	175.00	3000	30000	variable	✓	✓
MyState	Secured Personal Loan	11.24 to 12.49	X	\$ 7.50	175.00	10000	75000	variable	X	✓
nab	Personal Ln Unsec Var	14.45 to 15.65	X	\$ 0.00	0.00	5000	55000	variable	✓	✓
Newcastle Permanent	Personal Loan Unsecured	9.99	X	\$ 0.00	145.00	1000	30000	mths to 7 yr	✓	✓
Newcastle Permanent	Used Car Loan	7.49	X	\$ 0.00	145.00	1000	0000000(mths to 7 yr	X	✓
Northern Beaches CU	Car Loan (New)	7.99	X	\$ 0.00	150.00	3000	0000000(variable	X	✓
Northern Beaches CU	Smart Car Loan	9.24	X	\$ 0.00	150.00	10000	65000	variable	X	✓
Northern Beaches CU	Car Loan (Used)	8.99	X	\$ 0.00	150.00	3000	0000000(variable	X	✓
Northern Beaches CU	Smart Personal Loan	11.20	X	\$ 0.00	100.00	3000	30000	variable	✓	✓
P&N Bank	Personal Loan Secured	8.50	X	\$ 10.00	169.00	5000	0000000(variable	X	✓
People's Choice Credit U	Personal Loan Secured	11.20	X	\$ 0.00	195.00	2000	10000000	1 yr to 7 yrs	X	✓
Police Bank	Driveaway Car Loan	10.49	X	\$ 0.00	92.00	5000	0000000(variable	X	✓
Qantas Credit Union	Personal Loan Unsecured	12.14	X	\$ 0.00	0.00	1000	50000	variable	✓	✓
Qld Police Credit Union	Car Loan - Used (QLD)	11.35 to 12.35	X	\$ 0.00	0.00	1000	100000	variable	X	✓
Qld Police Credit Union	Whole of Pay SuperSav Ln	13.00	X	\$ 0.00	0.00	1000	100000	variable	✓	✓
Qld Police Credit Union	All Purpose Loan	15.00	X	\$ 0.00	0.00	1000	100000	variable	✓	✓
Qld Professional CU	Car Loan	8.80 to 11.80	✓	\$ 0.00	100.00	500	0000000(variable	✓	✓
RACV	Secured Personal Loan	9.45	X	\$ 0.00	301.44	5000	0000000(1 yr to 7 yrs	X	✓

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

CAR LOAN STAR RATINGS SUMMARY:

Page 4 of 7



personal loan star ratings

Car Loans

Company	Product	Published Rate (%)	Rate Varies With Deposit	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Unsecured	100% Loan Available
				Monthly	Application	Min	Max			
★★★										
SCU	Personal Loan Secured	11.14	X	\$ 0.00	100.00	5000	30000	variable	X	X
SCU	New Car Loan	10.05	X	\$ 0.00	100.00	5000	30000	variable	X	✓
SCU	Personal Loan Unsecured	12.14 to 14.20	X	\$ 0.00	100.00	5000	30000	variable	✓	✓
Select Credit Union	Personal Loan Var Rate	11.99	X	\$ 0.00	150.00	10000	35000	variable	✓	✓
Select Credit Union	Used Car Loan	10.69	X	\$ 0.00	150.00	10000	50000	variable	✓	✓
SERVICE ONE Member	Fixed Rate Personal Loan- Se	9.40	X	\$ 5.00	150.00	0	75000	to 6 yrs	X	✓
SERVICE ONE Member	Variable Rate Car Loan	11.40	X	\$ 5.00	150.00	0	75000	variable	X	✓
SERVICE ONE Member	Variable Rate Personal Loan	12.50	X	\$ 5.00	150.00	0	75000	variable	X	✓
SGE Credit Union	Personal Loan Secured	11.80 to 16.80	X	\$ 0.00	150.00	0	70000	variable	X	✓
St.George Bank	Secured Fixed Personal Loan	9.99	X	\$ 9.00	195.00	3000	80000	1 yr to 5 yrs	X	✓
Summerland CU	Gen Purpose Loan Sec	14.45 to 17.20	✓	\$ 5.00	175.00	3000	00000000	variable	X	✓
Suncorp Bank	Personal Loan-Unsecured	12.99	X	\$ 5.00	175.00	5000	00000000	1 yr to 7 yrs	✓	✓
Sutherland Credit Union	Spec Offer Car Loan Var	8.99	X	\$ 0.00	100.00	5000	50000	variable	X	X
Teachers Mutual Bank	All Purpose Loan	13.19	X	\$ 0.00	100.00	2000	80000	variable	✓	✓
The Capricornian	Var Rate Pers Loan (Unprotec	13.95	X	\$ 0.00	250.00	5000	50000	variable	✓	✓
The Mac	Personal Loan Secured	11.99	X	\$ 0.00	50.00	1000	100000	variable	X	✓
Transport Mutual Credit	Green Car Loan	10.29	X	\$ 0.00	100.00	5000	00000000	variable	X	✓
Transport Mutual Credit	RedHot Car Loan	10.54	X	\$ 0.00	100.00	5000	00000000	variable	X	✓
Transport Mutual Credit	Used Car Loan	13.00 to 15.50	✓	\$ 0.00	0.00	5000	00000000	variable	X	✓
Unicredit-WA	Used Car up to 5yrs old	9.49	✓	\$ 5.00	150.00	5000	00000000	variable	X	X
Unicredit-WA	New Car up to 1yr old	8.49	X	\$ 5.00	150.00	5000	00000000	variable	X	X
Victoria Teachers Mutual	Personal Loan	11.99	X	\$ 0.00	90.00	0	00000000	1 to 9 yrs	✓	✓
Westpac	Flexi Loan	14.69	X	\$ 10.00	150.00	4000	75000	variable	✓	✓
Westpac	New Car Loan	9.99	X	\$ 10.00	250.00	10000	100000	1 yr to 7 yrs	X	✓
Westpac	Used Car Loan	9.99	X	\$ 10.00	250.00	10000	100000	1 yr to 7 yrs	X	✓
★★										
Arab Bank Australia	Personal Loan Sec Fixed	11.30	X	\$ 8.00	200.00	5000	50000	1 yr to 5 yrs	X	✓
Arab Bank Australia	Personal Ln Secured Var	12.25	X	\$ 8.00	200.00	5000	50000	variable	X	✓
Aussie Home Loans	Car Loan	13.90 to 17.49	X	\$ 10.00	199.00	3000	00000000	1 yr to 7 yrs	X	✓
Bank of Melbourne	Unsecured Variable Personal	14.74	X	\$ 9.00	195.00	3000	40000	variable	✓	✓
Bank of Melbourne	Secured Variable Personal Lo	12.74	X	\$ 9.00	195.00	3000	80000	variable	X	✓
BankSA	Secured Variable Personal Lo	12.74	X	\$ 9.00	195.00	3000	80000	variable	X	✓
BankSA	Unsecured Variable Personal	14.74	X	\$ 9.00	195.00	3000	40000	variable	✓	✓
Bankstown City CU	Credit Manager Secured	14.70	X	\$ 0.00	125.00	10000	50000	variable	X	✓
Bankwest	Unsec Basic Personal Ln	13.84	X	\$ 8.00	195.00	5000	50000	3 yrs to 7 yrs	✓	✓

your guide to product excellence

scales*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

CAR LOAN STAR RATINGS SUMMARY:

Page 5 of 7



personal loan star ratings

Car Loans

Company	Product	Published Rate (%)	Rate Varies With Deposit	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Unsecured	100% Loan Available
				Monthly	Application	Min	Max			
★★										
Bendigo Bank	Green Unsec Personal Ln	12.79	X	\$ 0.00	150.00	2000	00000000	1 yr to 7 yrs	✓	✓
Bendigo Bank	Unsecured Personal Loan	13.79	X	\$ 5.00	150.00	2000	00000000	1 yr to 7 yrs	✓	✓
Beyond Bank	Flexi Loan Fixed	13.50	X	\$ 0.00	150.00	5000	80000	1 yr to 7 yrs	✓	✓
BOQ	Car Loan Variable	11.45	X	\$ 7.50	195.00	5000	40000	variable	X	✓
Circle Credit Co-op	Personal Loan Secured	11.20	X	\$ 0.00	100.00	500	50000	variable	X	X
Coastline Credit Union	Personal Ln Unsec	14.75 to 17.75	X	\$ 0.00	200.00	1000	100000	variable	✓	✓
Commonwealth Bank	Fxd Rate Personal Loan- Uns	13.90 to 17.90	X	\$ 10.00	150.00	5000	50000	1 yr to 7 yrs	✓	✓
Community First CU	Pers Loan Fixed 1-5 yrs	13.99 to 17.99	X	\$ 0.00	150.00	5000	50000	1 yr to 5 yrs	✓	✓
Community First CU	Pers Loan Var 1-10 yrs	13.99 to 17.99	X	\$ 0.00	150.00	1000	50000	variable	✓	✓
Community Mutual Grou	Personal Loan	15.99	X	\$ 0.00	195.00	500	00000000	variable	✓	✓
Community Mutual Grou	Car Loan	13.99	X	\$ 0.00	195.00	5000	00000000	variable	X	✓
Encompass Credit Union	Personal Loan Secured	13.25	X	\$ 0.00	150.00	1000	40000	variable	X	✓
Encompass Credit Union	Personal Loan Unsecured	15.70	X	\$ 0.00	150.00	1000	40000	variable	✓	✓
First Option Credit Union	Secured Personal Ln -Var	13.99	X	\$ 0.00	0.00	1000	75000	variable	X	✓
GE Money	Car Loan Secured	10.85	X	\$ 10.00	295.00	5000	00000000	1 yr to 7 yrs	X	✓
Heritage Bank	Personal Loan Fixed Sec	12.99	X	\$ 0.00	105.00	5000	100000	1 yr to 5 yrs	X	✓
Heritage Bank	Personal Loan Var Unsec	12.99	X	\$ 0.00	105.00	5000	25000	variable	✓	✓
Hunter United Credit Un	Personal Loan Secured	10.50 to 18.25	X	\$ 5.00	150.00	0	25000	variable	X	✓
Intech Credit Union	Car Loan	13.80	X	\$ 0.00	75.00	2000	100000	variable	X	✓
ME Bank	Personal Loan Fxd	12.99	X	\$ 0.00	150.00	5000	50000	1 yr to 7 yrs	✓	✓
nab	Personal Ln Unsec Fixed	14.45 to 15.65	X	\$ 0.00	0.00	5000	55000	1 yr to 7 yrs	✓	✓
P&N Bank	Personal Loan Unsecured	8.50	X	\$ 10.00	169.00	5000	00000000	variable	✓	✓
Police Bank	Personal Loan Secured	13.49	X	\$ 0.00	98.00	1000	00000000	variable	X	✓
Qld Professional CU	Personal Loan	15.05	X	\$ 0.00	100.00	500	00000000	variable	✓	✓
QT Mutual Bank	Personal Loan Variable	12.95 to 15.55	X	\$ 0.00	125.00	3000	60000	variable	✓	✓
RACV	Unsecured Personal Loan	13.95	X	\$ 0.00	301.44	5000	00000000	1 yr to 5 yrs	✓	✓
SERVICE ONE Member	Variable Personal Loan- Unse	15.00	X	\$ 5.00	150.00	0	50000	variable	✓	✓
SGE Credit Union	Personal Loan Unsecured	11.80 to 16.80	X	\$ 0.00	150.00	0	40000	variable	✓	✓
St.George Bank	Secured Variable Personal Lo	12.74	X	\$ 9.00	195.00	3000	80000	variable	X	✓
St.George Bank	Unsecured Variable Personal	14.74	X	\$ 9.00	195.00	3000	40000	variable	✓	✓
Summerland CU	Gen Purpose Loan Unsec	14.45 to 17.20	✓	\$ 5.00	175.00	3000	00000000	variable	✓	✓
The Mac	Personal Loan Unsecured	14.99	X	\$ 0.00	50.00	1000	100000	variable	✓	✓
Transport Mutual Credit	Unsecured Personal Loan	15.50	X	\$ 0.00	75.00	1000	30000	variable	✓	✓
Unicredit-WA	Personal Loan Unsecured	13.45	X	\$ 5.00	150.00	5000	00000000	variable	✓	✓
Westpac	Personal Loan Unsecured	14.39	X	\$ 10.00	250.00	4000	50000	1 yr to 7 yrs	✓	✓



your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

CAR LOAN STAR RATINGS SUMMARY:

Page 6 of 7



personal loan star ratings

Car Loans

Company	Product	Published Rate (%)	Rate Varies With Deposit	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Unsecured	100% Loan Available
				Monthly	Application	Min	Max			
★										
Arab Bank Australia	Personal Loan Unsec Var	14.95	X	\$ 8.00	200.00	5000	50000	variable	✓	✓
Arab Bank Australia	Personal Loan Unsec Fixd	14.00	X	\$ 8.00	200.00	5000	50000	1 yr to 5 yrs	✓	✓
Bank of Melbourne	Unsecured Fixed Personal Lo	14.35	X	\$ 9.00	195.00	3000	40000	1 yr to 5 yrs	✓	✓
BankSA	Unsecured Fixed Personal Lo	14.35	X	\$ 9.00	195.00	3000	40000	1 yr to 5 yrs	✓	✓
Bankstown City CU	Credit Manager Unsecured	14.70	X	\$ 0.00	125.00	10000	35000	variable	✓	✓
BOQ	Personal Ln Var Unsec	13.40	X	\$ 7.50	150.00	3000	40000	variable	✓	✓
BOQ	PersLoan Fxd Unsecured	13.90	X	\$ 7.50	150.00	3000	40000	1 yr to 7 yrs	✓	✓
GE Money	Personal Loan	13.99 to 99.99	✓	\$ 13.00	250.00	3000	0000000	2 yrs to 7 yrs	✓	✓
Intech Credit Union	Personal Loan	14.80 to 18.95	X	\$ 0.00	110.00	2000	40000	variable	✓	✓
St.George Bank	Unsecured Fixed Personal Lo	14.35	X	\$ 9.00	195.00	3000	40000	1 yr to 5 yrs	✓	✓
Sutherland Credit Union	Car Loan Variable	10.00 to 17.25	X	\$ 0.00	100.00	5000	30000	variable	X	X



personal loan star ratings

Unsecured Personal Loans

Company	Product	Published Rate (%)	Apply Online	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Holiday	Consolidate Debt	Home Renovation	Any Legal Purpose
				Monthly	Application	Min	Max					
★★★★★ "outstanding value"												
Community Mutual Group	Personal Touch Loan	9.99	✓	\$ 0.00	195.00	8000	00000000	to 5 yrs	✓	✓	✓	✓
First Option Credit Union	Personal Ln Fixed -Unsec	9.99 to 11.99	✓	\$ 0.00	0.00	1000	30000	1 yr to 3 yrs	✓	✓	✓	✓
Gateway Credit Union	Personal Loan	10.49	✓	\$ 0.00	99.00	3000	30000	variable	✓	✗	✓	✓
Horizon Credit Union	Budget Personal Loan Unsec	11.00	✓	\$ 0.00	100.00	500	30000	variable	✓	✓	✓	✓
Newcastle Permanent	Personal Loan Unsecured	9.99	✓	\$ 0.00	145.00	1000	30000	mths to 7 yr	✓	✓	✓	✓
Northern Beaches CU	Smart Personal Loan	11.20	✓	\$ 0.00	100.00	3000	30000	variable	✓	✓	✓	✓
Qld Police Credit Union	Whole of Pay SuperSav Ln	13.00	✓	\$ 0.00	0.00	1000	100000	variable	✓	✓	✓	✓
Select Credit Union	Personal Loan Var Rate	11.99	✓	\$ 0.00	150.00	10000	35000	variable	✓	✓	✓	✓
Victoria Teachers Mutual	Personal Loan	11.99	✓	\$ 0.00	90.00	0	00000000	1 to 9 yrs	✓	✓	✓	✓
★★★★★												
ADCU	Personal Loan Unsecured	13.40	✓	\$ 0.00	150.00	1000	80000	variable	✓	✗	✓	✓
ADCU	Fixed Rate Personal Loan	12.99	✓	\$ 0.00	150.00	1000	50000	1 yr to 5 yrs	✓	✗	✓	✓
BankVic	Personal Loan Unsecured	12.95	✓	\$ 0.00	0.00	3000	60000	variable	✓	✓	✓	✓
CairnsPenny Savings&L	Unsecured Personal Loan	11.65	✗	\$ 0.00	200.00	3000	15000	variable	✓	✗	✓	✓
Catalyst Money	Unsecured Personal Loan	12.49	✓	\$ 0.00	125.00	2000	30000	1 yr to 7 yrs	✓	✓	✓	✓
CUA	Fixed Personal Loan	11.99	✓	\$ 0.00	120.00	1000	100000	to 7 yrs	✓	✓	✓	✓
Easy Street Fin Services	EasyLoan Variable	12.44	✓	\$ 0.00	100.00	5000	35000	variable	✓	✓	✓	✓
Greater Building Society	Personal Loan Unsecured	11.95	✗	\$ 0.00	250.00	5000	25000	1 yr to 5 yrs	✓	✓	✓	✓
Illawarra CU NSW	Unsecured Personal Loan	12.49	✓	\$ 0.00	125.00	2000	30000	1 yr to 7 yrs	✓	✓	✓	✓
MyState	Unsecured Personal Loan	10.24 to 13.99	✓	\$ 7.50	175.00	3000	30000	variable	✓	✓	✓	✓
Qantas Credit Union	Personal Loan Unsecured	12.14	✓	\$ 0.00	0.00	1000	50000	variable	✓	✓	✓	✓
Qld Police Credit Union	All Purpose Loan	15.00	✓	\$ 0.00	0.00	1000	100000	variable	✓	✓	✓	✓
Teachers Mutual Bank	All Purpose Loan	13.19	✓	\$ 0.00	100.00	2000	80000	variable	✓	✓	✓	✓
Teachers Mutual Bank	Travel Loan	11.45	✓	\$ 0.00	100.00	2000	30000	variable	✓	✗	✗	✗
★★★												
ADCU	Debt Consolidation Loan	14.40	✓	\$ 0.00	150.00	1000	40000	1 yr to 5 yrs	✗	✓	✗	✗

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

UNSECURED PERSONAL LOAN SUMMARY:

Page 1 of 4



personal loan star ratings

Unsecured Personal Loans

Company	Product	Published Rate (%)	Apply Online	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Holiday	Consolidate Debt	Home Renovation	Any Legal Purpose
				Monthly	Application	Min	Max					
★★★												
ANZ	Fixed Rate Personal Loan-Un	13.95	✓	\$ 0.00	150.00	5000	No max	1 yr to 7 yrs	✓	✓	✓	✓
ANZ	Variable Rate Personal Loan-	14.09	✓	\$ 0.00	150.00	5000	No max	variable	✓	✓	✓	✓
bankmecu	Personal Loan	12.64	✓	\$ 0.00	150.00	1000	00000000	variable	✓	✓	✓	✓
Bankwest	Flexible Personal Loan	13.99	✓	\$ 10.00	0.00	5000	50000	1 yr to 7 yrs	✓	✓	✓	✓
Bankwest	Unsec Basic Personal Ln	13.84	✓	\$ 8.00	195.00	5000	50000	3 yrs to 7 yrs	✓	✓	✓	✓
Bendigo Bank	Unsecured Personal Loan	13.79	✓	\$ 5.00	150.00	2000	00000000	1 yr to 7 yrs	✓	✓	✓	✓
Beyond Bank	Flexi Loan Variable	13.45	✓	\$ 0.00	150.00	5000	80000	variable	✓	✓	✓	✓
Beyond Bank	Flexi Loan Fixed	13.50	✓	\$ 0.00	150.00	5000	80000	1 yr to 7 yrs	✓	✓	✓	✓
Big Sky Building Society	Personal Loan Unsec Var	13.58	✓	\$ 0.00	0.00	1500	50000	variable	✓	✗	✓	✓
Coastline Credit Union	Personal Ln Unsec	14.75 to 17.75	✓	\$ 0.00	200.00	1000	100000	variable	✓	✓	✓	✓
Commonwealth Bank	Variable Personal Loan- Unse	13.90 to 17.90	✓	\$ 10.00	150.00	5000	50000	variable	✓	✓	✓	✓
Community First CU	Pers Loan Fixed 1-5 yrs	13.99 to 17.99	✓	\$ 0.00	150.00	5000	50000	1 yr to 5 yrs	✓	✓	✓	✓
Community First CU	Pers Loan Var 1-10 yrs	13.99 to 17.99	✓	\$ 0.00	150.00	1000	50000	variable	✓	✓	✓	✓
CUA	Personal Loan Unsecured	12.99	✓	\$ 0.00	120.00	1000	50000	variable	✓	✓	✓	✓
Defence Bank	Personal Loan	12.99	✓	\$ 0.00	150.00	0	100000	variable	✓	✗	✓	✓
Easy Street Fin Services	EasyLoan Fixed	13.43	✓	\$ 0.00	100.00	5000	35000	1 yr to 5 yrs	✓	✓	✓	✓
FCCS Credit Union	Unsecured Personal Loan	14.30 to 16.30	✓	\$ 0.00	195.00	1000	20000	variable	✓	✓	✓	✓
First Option Credit Unio	Unsec Personal Loan -Var	13.99	✓	\$ 0.00	0.00	1000	30000	variable	✓	✓	✓	✓
Gateway Credit Union	Personal Loan Debt Cons	11.49 to 13.49	✓	\$ 0.00	99.00	3000	30000	variable	✗	✓	✗	✗
Heritage Bank	Personal Ln Fixed Unsec	12.99	✗	\$ 0.00	105.00	5000	25000	1 yr to 5 yrs	✓	✗	✓	✓
Heritage Bank	Personal Loan Var Unsec	12.99	✗	\$ 0.00	105.00	5000	25000	variable	✓	✗	✓	✓
Holiday Coast CU	Personal Loan Fixed	13.30	✓	\$ 0.00	200.00	0	50000	1 yr to 5 yrs	✓	✓	✓	✓
Hume Building Society	Personal Loan Unsecured	13.95	✓	\$ 0.00	125.00	1000	80000	1 yr to 5 yrs	✓	✓	✓	✓
IMB	Personal Loan Unsecured	12.49	✓	\$ 0.00	125.00	2000	20000	1 yr to 5 yrs	✓	✓	✓	✓
Macquarie Credit Union	Unsecured Personal Loan	13.95 to 15.20	✓	\$ 0.00	90.00	1000	30000	variable	✓	✓	✓	✓
ME Bank	Personal Loan Fxd	12.99	✓	\$ 0.00	150.00	5000	50000	1 yr to 7 yrs	✓	✓	✓	✓

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

UNSECURED PERSONAL LOAN SUMMARY:

Page 2 of 4



personal loan star ratings

Unsecured Personal Loans

Company	Product	Published Rate (%)	Apply Online	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Holiday	Consolidate Debt	Home Renovation	Any Legal Purpose
				Monthly	Application	Min	Max					
★★★												
nab	Personal Ln Unsec Var	14.45 to 15.65	✓	\$ 0.00	0.00	5000	55000	variable	✓	✓	✓	✓
nab	Personal Ln Unsec Fixed	14.45 to 15.65	✓	\$ 0.00	0.00	5000	55000	1 yr to 7 yrs	✓	✓	✓	✓
Northern Beaches CU	Personal Loan Unsecured	15.20	✓	\$ 0.00	100.00	3000	30000	variable	✓	✓	✓	✓
P&N Bank	Personal Loan Unsecured	8.50	✓	\$ 10.00	169.00	5000	00000000	variable	✓	✓	✓	✓
QT Mutual Bank	Personal Loan Variable	12.95 to 15.55	✓	\$ 0.00	125.00	3000	60000	variable	✓	✓	✓	✓
RACV	Unsecured Personal Loan	13.95	✓	\$ 0.00	301.44	5000	00000000	1 yr to 5 yrs	✓	✓	✓	✓
SCU	Travel Loan - Variable	12.14	✓	\$ 0.00	100.00	5000	30000	variable	✓	✗	✗	✗
SCU	Travel Loan - Fixed	12.14	✓	\$ 0.00	100.00	5000	30000	to 5 yrs	✓	✗	✗	✗
SCU	Personal Loan Unsecured	12.14 to 14.20	✓	\$ 0.00	100.00	5000	30000	variable	✗	✓	✗	✗
SERVICE ONE Member	Variable Personal Loan- Unse	15.00	✓	\$ 5.00	150.00	0	50000	variable	✓	✓	✓	✓
SGE Credit Union	Personal Loan Unsecured	11.80 to 16.80	✓	\$ 0.00	150.00	0	40000	variable	✓	✓	✓	✓
SocietyOne	Unsecured Personal Loan	11.05 to 15.60	✓	\$ 0.00	0.00	5000	30000	1 yr to 3 yrs	✓	✓	✓	✓
Summerland CU	Gen Purpose Loan Unsec	14.45 to 17.20	✓	\$ 5.00	175.00	3000	00000000	variable	✓	✓	✓	✓
Suncorp Bank	Personal Loan-Unsecured	12.99	✓	\$ 5.00	175.00	5000	00000000	1 yr to 7 yrs	✓	✓	✓	✓
The Capricornian	Var Rate Pers Loan (Unprotec	13.95	✗	\$ 0.00	250.00	5000	50000	variable	✓	✓	✓	✓
The Mac	Personal Loan Unsecured	14.99	✓	\$ 0.00	50.00	1000	100000	variable	✓	✓	✓	✓
Transport Mutual Credit	Unsecured Personal Loan	15.50	✓	\$ 0.00	75.00	1000	30000	variable	✓	✓	✓	✓
Unicredit-WA	Personal Loan Unsecured	13.45	✗	\$ 5.00	150.00	5000	00000000	variable	✓	✓	✓	✓
Westpac	Flexi Loan	14.69	✓	\$ 10.00	150.00	4000	75000	variable	✓	✓	✓	✓

★★												
Arab Bank Australia	Personal Loan Unsec Fixd	14.00	✗	\$ 8.00	200.00	5000	50000	1 yr to 5 yrs	✓	✓	✓	✗
Aussie Home Loans	Personal Loan <\$20k	14.40	✓	\$ 10.00	199.00	3000	20000	1 yr to 7 yrs	✓	✓	✓	✓
Bank of Melbourne	Unsecured Fixed Personal Lo	14.35	✓	\$ 9.00	195.00	3000	40000	1 yr to 5 yrs	✓	✓	✓	✓
Bank of Melbourne	Unsecured Variable Personal	14.74	✓	\$ 9.00	195.00	3000	40000	variable	✓	✓	✓	✓
BankSA	Unsecured Fixed Personal Lo	14.35	✓	\$ 9.00	195.00	3000	40000	1 yr to 5 yrs	✓	✓	✓	✓
BankSA	Unsecured Variable Personal	14.74	✓	\$ 9.00	195.00	3000	40000	variable	✓	✓	✓	✓
Bankstown City CU	Credit Manager Unsecured	14.70	✓	\$ 0.00	125.00	10000	35000	variable	✓	✓	✓	✓

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

UNSECURED PERSONAL LOAN SUMMARY:

Page 3 of 4



personal loan star ratings

Unsecured Personal Loans

Company	Product	Published Rate (%)	Apply Online	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Holiday	Consolidate Debt	Home Renovation	Any Legal Purpose
				Monthly	Application	Min	Max					
★★												
BOQ	PersLoan Fxd Unsecured	13.90	✓	\$ 7.50	150.00	3000	40000	1 yr to 7 yrs	✓	✓	✓	✓
BOQ	Personal Ln Var Unsec	13.40	✓	\$ 7.50	150.00	3000	40000	variable	✓	✓	✓	✓
Circle Credit Co-op	Personal Loan Unsecured	13.90	✗	\$ 0.00	50.00	500	20000	variable	✓	✓	✓	✓
Commonwealth Bank	Fxd Rate Personal Loan- Uns	13.90 to 17.90	✓	\$ 10.00	150.00	5000	50000	1 yr to 7 yrs	✓	✓	✓	✓
Community Mutual Grou	Personal Loan	15.99	✓	\$ 0.00	195.00	500	00000000	variable	✓	✓	✓	✓
Defence Bank	Consolidation Loan	13.99	✓	\$ 0.00	150.00	0	100000	variable	✗	✓	✗	✗
Encompass Credit Unio	Personal Loan Unsecured	15.70	✓	\$ 0.00	150.00	1000	40000	variable	✓	✓	✓	✓
Heritage Bank	Debt Consolidation Unsec	14.65	✗	\$ 0.00	105.00	5000	25000	variable	✗	✓	✗	✗
Hunter United Credit Un	Personal Loan Unsecured	13.50 to 18.25	✓	\$ 5.00	150.00	0	25000	variable	✓	✓	✓	✓
Intech Credit Union	Personal Loan	14.80 to 18.95	✓	\$ 0.00	110.00	2000	40000	variable	✓	✓	✓	✓
Qld Professional CU	Personal Loan	15.05	✓	\$ 0.00	100.00	500	00000000	variable	✓	✓	✓	✓
St.George Bank	Unsecured Fixed Personal Lo	14.35	✓	\$ 9.00	195.00	3000	40000	1 yr to 5 yrs	✓	✓	✓	✓
St.George Bank	Unsecured Variable Personal	14.74	✓	\$ 9.00	195.00	3000	40000	variable	✓	✓	✓	✓
Westpac	Personal Loan Unsecured	14.39	✓	\$ 10.00	250.00	4000	50000	1 yr to 7 yrs	✓	✓	✓	✓
★												
Arab Bank Australia	Personal Loan Unsec Var	14.95	✗	\$ 8.00	200.00	5000	50000	variable	✓	✓	✓	✗
GE Money	Personal Loan	13.99 to 99.99	✓	\$ 13.00	250.00	3000	00000000	1 yrs to 7 yrs	✓	✓	✓	✓
Sutherland Credit Union	Personal Loan Var Unsec	17.25	✓	\$ 0.00	100.00	5000	30000	variable	✓	✓	✓	✓



personal loan star ratings

Secured Personal Loans

Company	Product	Published Rate (%)	Apply Online	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Holiday	Consolidate Debt	Home Renovation	Any Legal Purpose
				Monthly	Application	Min	Max					
★★★★★ "outstanding value"												
Coastline Credit Union	Personal Loan Secured	6.09	✓	\$ 0.00	200.00	1000	0000000(variable	✓	✓	✓	✓
Encompass Credit Union	Personal Loan Sec by TD	5.55	✓	\$ 0.00	150.00	1000	0000000(variable	✓	✓	✓	✓
First Option Credit Union	100% Cash Secured Perl	5.85	✓	\$ 0.00	0.00	1000	600000	variable	✓	✓	✓	✓
Heritage Bank	Low Rate Secured Loan	5.64	✗	\$ 0.00	105.00	5000	100000	variable	✓	✓	✓	✓
Holiday Coast CU	FTD Secured Loan	6.00	✓	\$ 0.00	0.00	0	0000000(variable	✓	✓	✓	✓
Unicredit-WA	Personal Ln Sec by TD	5.25	✗	\$ 5.00	150.00	5000	0000000(variable	✓	✓	✓	✓
★★★★★												
Beyond Bank	Low Rate Loan	7.95	✓	\$ 5.00	150.00	5000	125000	1 yr to 7 yrs	✓	✓	✓	✓
Beyond Bank	No Fee Loan	8.95	✓	\$ 0.00	0.00	10000	125000	1 yr to 7 yrs	✓	✓	✓	✓
Greater Building Society	Personal Loan Secured	8.45	✗	\$ 0.00	250.00	5000	100000	1 yr to 7 yrs	✓	✓	✓	✓
Horizon Credit Union	Personal Loan Sec by TD	7.64	✓	\$ 0.00	150.00	0	0000000(variable	✓	✓	✓	✓
Macquarie Credit Union	Secured Personal Loan	8.55	✓	\$ 0.00	90.00	1000	0000000(variable	✓	✓	✓	✓
Newcastle Permanent	Personal Loan Secured	7.49	✓	\$ 0.00	145.00	1000	0000000(mths to 7 yr	✓	✓	✓	✓
People's Choice Credit	Discounted Personal Loan	7.64 to 8.42	✓	\$ 0.00	250.00	10000	10000000(1 yr to 5 yrs	✓	✗	✓	✓
★★★												
Bank of Melbourne	Secured Fixed Personal Loan	9.99	✓	\$ 9.00	195.00	3000	80000	1 yr to 5 yrs	✓	✓	✓	✓
BankSA	Secured Fixed Personal Loan	9.99	✓	\$ 9.00	195.00	3000	80000	1 yr to 5 yrs	✓	✓	✓	✓
BankVic	Personal Loan Secured	12.95	✓	\$ 0.00	0.00	3000	60000	variable	✓	✓	✓	✓
Bendigo Bank	Secured Personal Loan	8.79	✓	\$ 5.00	150.00	2000	0000000(1 yr to 7 yrs	✓	✓	✓	✓
Catalyst Money	Secured Personal Loan	10.60	✓	\$ 0.00	125.00	2000	30000	1 yr to 7 yrs	✓	✓	✓	✓
Encompass Credit Union	Personal Loan Secured	13.25	✓	\$ 0.00	150.00	1000	40000	variable	✓	✓	✓	✓
Greater Building Society	Personal Ln-Part Secured	10.70	✗	\$ 0.00	250.00	5000	50000	1 yr to 7 yrs	✓	✓	✓	✓
Heritage Bank	Personal Loan Var Sec	12.99	✗	\$ 0.00	105.00	5000	100000	variable	✓	✗	✓	✓
Hume Building Society	Secured -Term Deposit	10.75 to 12.75	✓	\$ 0.00	125.00	1000	0000000(1 yr to 10 yrs	✓	✓	✓	✓
Illawarra CU NSW	Secured Personal Loan	10.60	✓	\$ 0.00	125.00	1000	30000	1 yr to 7 yrs	✓	✓	✓	✓
IMB	Personal Loan Secured	8.39	✓	\$ 0.00	125.00	2000	50000	1 yr to 5 yrs	✓	✓	✓	✓
MyState	Secured Personal Loan	11.24 to 12.49	✓	\$ 7.50	175.00	10000	75000	variable	✓	✓	✓	✓
Northern Beaches CU	Cash Secured Loan	11.50	✓	\$ 0.00	100.00	3000	0000000(variable	✓	✓	✓	✓
P&N Bank	Personal Loan Secured	8.50	✓	\$ 10.00	169.00	5000	0000000(variable	✓	✓	✓	✓
People's Choice Credit	Personal Loan Secured	11.20	✓	\$ 0.00	195.00	2000	10000000(1 yr to 7 yrs	✓	✓	✓	✓
RACV	Secured Personal Loan	9.45	✓	\$ 0.00	301.44	5000	0000000(1 yr to 7 yrs	✓	✓	✓	✓

your guide to product excellence

scale*: Application fee depends on loan amount

Report Date: October 2013, (Rates as at October 7th, 2013)

SECURED PERSONAL LOAN SUMMARY:

Page 1 of 2



personal loan star ratings

Secured Personal Loans

Company	Product	Published Rate (%)	Apply Online	Loan Fees (\$)		Loan Amount (\$)		Loan Term	Holiday	Consolidate Debt	Home Renovation	Any Legal Purpose
				Monthly	Application	Min	Max					
★★★												
SCU	Personal Loan Secured	11.14	✓	\$ 0.00	100.00	5000	30000	variable	✗	✓	✗	✗
SERVICE ONE Member	Fixed Rate Personal Loan- Se	9.40	✓	\$ 5.00	150.00	0	75000	to 6 yrs	✓	✓	✓	✓
SERVICE ONE Member	Variable Rate Personal Loan	12.50	✓	\$ 5.00	150.00	0	75000	variable	✓	✓	✓	✓
SGE Credit Union	Personal Loan Secured	11.80 to 16.80	✓	\$ 0.00	150.00	0	70000	variable	✓	✓	✓	✓
St.George Bank	Secured Fixed Personal Loan	9.99	✓	\$ 9.00	195.00	3000	80000	1 yr to 5 yrs	✓	✓	✓	✓
Summerland CU	Gen Purpose Loan Sec	14.45 to 17.20	✓	\$ 5.00	175.00	3000	00000000	variable	✓	✓	✓	✓
The Mac	Personal Loan Secured	11.99	✓	\$ 0.00	50.00	1000	100000	variable	✓	✓	✓	✓
★★												
Arab Bank Australia	Personal Loan Sec Fixed	11.30	✗	\$ 8.00	200.00	5000	50000	1 yr to 5 yrs	✓	✓	✓	✗
Bank of Melbourne	Secured Variable Personal Lo	12.74	✓	\$ 9.00	195.00	3000	80000	variable	✓	✓	✓	✓
BankSA	Secured Variable Personal Lo	12.74	✓	\$ 9.00	195.00	3000	80000	variable	✓	✓	✓	✓
Circle Credit Co-op	Personal Loan Secured	11.20	✓	\$ 0.00	100.00	500	50000	variable	✓	✓	✓	✓
FCCS Credit Union	Secured Personal Loan	13.80 to 17.30	✓	\$ 0.00	195.00	1000	20000	variable	✓	✓	✓	✓
First Option Credit Union	Secured Personal Ln -Var	13.99	✓	\$ 0.00	0.00	1000	75000	variable	✓	✓	✓	✓
Heritage Bank	Personal Loan Fixed Sec	12.99	✗	\$ 0.00	105.00	5000	100000	1 yr to 5 yrs	✓	✗	✓	✓
Hunter United Credit Un	Personal Loan Secured	10.50 to 18.25	✓	\$ 5.00	150.00	0	25000	variable	✓	✓	✓	✓
Police Bank	Personal Loan Secured	13.49	✓	\$ 0.00	98.00	1000	00000000	variable	✓	✓	✓	✓
St.George Bank	Secured Variable Personal Lo	12.74	✓	\$ 9.00	195.00	3000	80000	variable	✓	✓	✓	✓
★												
Arab Bank Australia	Personal Ln Secured Var	12.25	✗	\$ 8.00	200.00	5000	50000	variable	✓	✓	✓	✗
Bankstown City CU	Credit Manager Secured	14.70	✓	\$ 0.00	125.00	10000	50000	variable	✓	✓	✓	✓
Heritage Bank	Debt Consolidation Sec	14.65	✗	\$ 0.00	105.00	5000	100000	variable	✗	✓	✗	✗

PERSONAL LOAN STAR RATINGS

What are the CANSTAR *personal loan star ratings*?

CANSTAR *personal loan star ratings* are a sophisticated rating methodology, unique to CANSTAR, which compare the dominant personal and car loan products in Australia and present the results in a simple, user-friendly format.

Our rating methodology is transparent and extensive. The methodology compares all types of secured and unsecured personal and car loans in Australia and accounts for an array of characteristics such as;

- Loan Purpose
- Pre-Approval Availability
- Security Requirements
- Deposit Requirements
- Repayment Capabilities
- Channels of Availability

The results are reflected in a consumer-friendly 5-star concept, with 5 stars denoting a product that offers outstanding value. Only the products that obtain a score in the top 5% - 10% of the score distribution receive a 5 star rating.

What are the categories used by CANSTAR *personal loan star ratings*?

CANSTAR appreciates the clear distinction of personal loan users as two separate groups. One group of borrowers uses personal loans mainly to purchase cars while the other group uses personal loans to finance other interests such as debt consolidation or holidays. The latter group may either require a secured or an unsecured loan. In recognition of these differences, the CANSTAR *personal loan star ratings* methodology has been modified to reflect the distinction between the above mentioned groups.

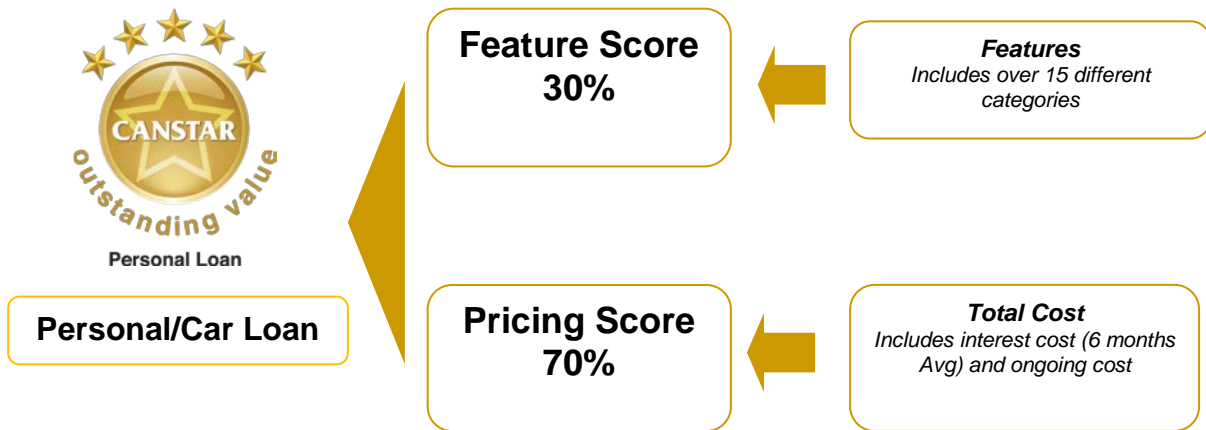
- **Car Loan - \$25,000 repaid over 5 years** - to be eligible for this category, loans must be available for car purchase and be available for the loan amount and loan term used in the car loan scenario.
- **Unsecured Personal Loan - \$15,000 repaid over 3 years** - to be eligible for this category, loans must be available for either debt consolidation or holidays and be available for the loan amount and loan term used in that unsecured personal loan scenario.
- **Secured Personal Loan - \$20,000 repaid over 5 years** - to be eligible for this category, loans must be available for either debt consolidation or holidays and be available for the loan amount and loan term used in that secured personal loan scenario.

How does it work? How are the 'stars' calculated?

Each loan reviewed for the CANSTAR *personal loan star ratings* is awarded points for its comparative Cost and for the array of positive Features attached to the loan.

All products are assessed against these measures with the competitiveness of each product being highlighted by the star rating allocation after comparison to its peer products.

$$\text{PRICING SCORE (C) + FEATURES SCORE (F) = TOTAL SCORE (T)}$$



Weightings

The Costs (C) plus Features (F) point scores are indexed and totaled to provide the Total Index Points. Together they form the basis of the CANSTAR personal loan star ratings.

- The Costs and Features weights are equal in each loan profile. The weights applied to each features sub-category is subtly adjusted to account for the differences between the loan categories. The process considers each category separately and assigns weights representative of the relative importance of each group of features to each group (see table below). For both the Car Loan and Personal Loan categories, the total calculated cost of a loan accounts for a maximum 70% of each loan's total score and the features account for the remaining 30%.

The Costs (C) plus Features (F) point scores are indexed and totaled to provide the Total Index Points. Together they form the basis of the CANSTAR *personal loan star ratings*.

CANSTAR <i>personal loan star ratings</i>TM WEIGHTINGS			
	COST (C)*	FEATURES (F)**	TOTAL (C+F)
Car Loan	70%	30%	100%
Unsecured Personal Loan	70%	30%	100%
Secured Personal Loan	70%	30%	100%

* Cost calculations consider 6 months average interest rates as well as ongoing fees associated with the loans

** Features calculations consider features/parameters, flexibility, terms and conditions

Costs (C)

CANSTAR compares the current loan pricing data to calculate the COST (C) component of each product's overall score. The interest rate, upfront fees and ongoing fees are used to calculate the total cost to repay each loan by the borrower for the loan scenario used for each category (scenarios below). For secured loans we also take into consideration one – off documentation & documentation release fee.

Category	Loan Amount	Loan Period
Car Loan	\$25,000	5 Years
Unsecured Personal Loan	\$15,000	3 Years
Secured Personal Loan	\$20,000	5 Years

For the products with tiered interest rates based on loan amount and period the appropriate tiers based on the above table is considered. If the product has a rate range, the midpoint rate is considered for calculation. The interest rate is the average interest rate for the six months period equally weighted.

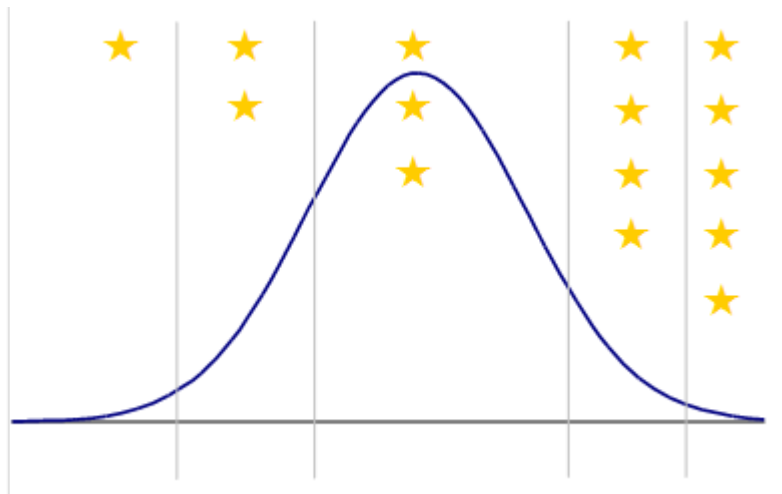
Features (F)

- Each loan Feature (F) is allocated points. Points are awarded for positive loan traits such as less fees or greater flexibility. The total features score for each category of information (eg repayment capabilities) is ranked and weighted with each category contributing to the overall Features Score (F).

	CAR LOAN FEATURES WEIGHT	Unsecured PERSONAL LOAN FEATURES WEIGHT	Secured PERSONAL LOAN FEATURES WEIGHT	Descriptions
DESCRIPTION				
LENDING TERMS	17.00%	16.00%	16.00%	Min/max conditions, income/repayment ratio, approval conditions, rate
REPAYMENT CAPABILITIES	15.00%	13.00%	12.00%	Minimum repayments requirements, avenues, repayments options
SECURITY REQUIREMENTS	3.00%	0.00%	3.00%	Unsecured/ partial/ bill of sale/ lien over TD/ other
CHANNEL AVAILABILITY	7.00%	7.00%	6.00%	Branch/ internet/ mobile lend/ broker/ phone
DOCUMENTATION REQUIRED	5.00%	6.00%	5.00%	Bank reference/ pay slip/ proof of residency/ previous lender ref/ tax return
PERSONAL LOAN FEES & CHARGES	9.00%	8.00%	8.00%	Initial fees/ ongoing fees/ penalty fees
LENDING AREAS	5.00%	5.00%	5.00%	Lending states
SWITCHING FACILITY	3.00%	2.00%	2.00%	Variable – fixed switch allowed/ fees
TURNAROUND TIMES	6.00%	5.00%	5.00%	Standard approval turnaround
REDRAW FACILITY	12.00%	12.00%	13.00%	Availability/ conditions/ fees
LOAN INSURANCE	6.00%	3.00%	3.00%	Insurance required on purpose of loan/ Loan insurance details
DEPOSIT REQUIREMENTS	6.00%	2.00%	2.00%	100% loan availability/ min-max deposit requirements/ rate variation for deposit
AGE GROUP RESTRICTIONS	3.00%	3.00%	3.00%	Restricted to age groups/ specific age breakdowns
STATEMENT OPTIONS	3.00%	3.00%	3.00%	Frequency options/ online option
LOAN PURPOSE	0.00%	15.00%	14.00%	Motorcycles/ new or used cars/ holidays/ debt consolidation/ renovations etc.
	100.00%	100.00%	100.00%	

How are the stars awarded?

The total score received for each profile ranks the products. The stars are then awarded based on the distribution of the scores with the objective to award the top 5-10% of products with the CANSTAR 5-star rating.



The results are reflected in a consumer-friendly CANSTAR star rating concept, with five stars denoting outstanding value.

How many products and financial institutions are analysed?

In order to calculate the ratings, CANSTAR analyses 250 Personal and Car Loans from 70 financial institutions in Australia. In addition, over 100 parts of a product are analysed which includes product parameters, flexibility and operating terms and conditions.

How often are CANSTAR *personal loan star ratings* re-rated?

All ratings are fully recalculated every twelve months based on the latest features offered by each institution. CANSTAR also monitors rate changes on an ongoing basis.

Does CANSTAR rate other product areas?

CANSTAR researches, compares and rates the suite of banking and insurance products listed below. These star ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the CANSTAR website at www.canstar.com.au if you would like to view the latest star ratings reports of interest.



- Agribusiness
- Business banking
- Business life insurance
- Car insurance
- Credit cards
- Deposit accounts
- Direct life insurance
- Health insurance
- Travel money cards
- Home & Contents
- Home loans
- Life Insurance
- Margin lending
- Package banking
- Personal loans
- Reward programs
- Superannuation
- Travel insurance

DISCLAIMER

To the extent that any CANSTAR data, ratings or commentary constitutes general advice, this advice has been prepared by CANSTAR Research Pty Ltd ABN 29 114 422 909 AFSL 437917 and does not take into account your individual investment objectives, financial circumstances or needs. Information provided does not constitute financial, taxation or other professional advice and should not be relied upon as such. CANSTAR recommends that, before you make any financial decision, you seek professional advice from a suitably qualified adviser. A Product Disclosure Statement relating to the product should also be obtained and considered before making any decision about whether to acquire the product. CANSTAR acknowledges that past performance is not a reliable indicator of future performance. Please refer to CANSTAR Research's FSG for more information at www.canstar.com.au.

All information contained herein shall not be copied or otherwise reproduced, repackaged, further transmitted, transferred, disseminated, redistributed or resold, or stored for subsequent use for any purpose, in whole or in part, in any form or manner or by means whatsoever, by any person without CANSTAR's prior consent. All information obtained by CANSTAR from external sources is believed to be accurate and reliable. Under no circumstances shall CANSTAR have any liability to any person or entity due to error (negligence or otherwise) or other circumstances or contingency within or outside the control of CANSTAR or any of its directors, officers, employees or agents in connection with the procurement, collection, compilation, analysis, interpretation, communication, publication, or delivery of any such information. Copyright 2012 CANSTAR Pty Ltd ABN 21 053 646.

