



AFIA Code of Practice

1. The Australian Finance Industry Association (AFIA) Code of Practice (the Code) was published on 16 September 2025 and is effective from 1 October 2026 (the Effective Date). Compliance with the Code is subject to transitional arrangements until the Effective Date. The transitional arrangements are set out below at paragraph 18.
2. The words “we”, “us” and “our” apply to an AFIA member and/or an entity in an AFIA member's group who is a Code Member.
3. The words “you” and “your” refer to you as our Customer.
4. Other words and phrases that have special meaning are identified with capital letters and are set out in the Definitions section.

Scope of this Code

5. A list of Code Members can be found at www.afia.org.au.
6. This Code applies to credit, finance and novated lease products and services we provide to Consumer and Small Business customers in Australia, subject to the exclusions set out in this Code. For simplicity, we refer to these collectively as “products” in this Code. This Code also applies to guarantors and co-borrowers where we specifically refer to them.

How we define ‘Small Business’

For the purposes of this Code, we have adopted the Unfair Contract Terms legislation definition of Small Business which means a business that:

- a employs fewer than 100 people at the time the contract is signed; or
- b has a turnover for the last income year of less than \$10,000,000; and
- c the upfront price payable under the contract does not exceed \$5,000,000.

7. These products include but are not limited to:

- a secured and unsecured consumer finance, including credit cards, personal loans, lines of credit or



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overdrafts, mortgages for residential and investment purposes (including home loans and chattel mortgages) and vehicle finance;

- b secured and unsecured business finance, including lines of credit, debtor and cashflow finance, asset and equipment finance, fleet and vehicle finance; and
- c novated leases.

8. This Code applies so long as we are the issuer of your product. If another entity becomes the issuer of your product and that other entity is not a Code Member, this Code will not apply to that other entity. This Code sits alongside the overarching laws, licensing obligations (where applicable) and regulatory frameworks that apply to us. If there is any conflict between this Code and relevant laws, those laws prevail.