

## Responsible Lending

This fact sheet is for information only. You should seek legal advice if you are unsure about any of the information in this fact sheet.

### Main ideas

- Credit providers have ‘responsible lending obligations’.
- Credit providers must check that any credit they provide meets your needs and is affordable.
- Get legal advice if you think you may have been given credit ‘irresponsibly’.

### In this fact sheet:

#### [When a loan must be assessed as unsuitable](#)

#### [Problems with assessing credit suitability](#)

#### [What to do if you received credit that was unsuitable](#)

Consider the circumstances when you were given the credit.  
Complain to the credit provider.

#### [If a credit provider did not lend responsibly](#)

If the loan was unsecured  
If you did not receive any benefit

## Credit providers must lend responsibly

Under the National Consumer Credit Protection Act 2009, credit providers must lend responsibly. This means they must assess whether a loan is suitable for you before providing it to you.

### When a loan must be assessed as unsuitable

A loan must be assessed as unsuitable if the credit provider is aware, or should be aware, of the following factors:

### Problems with assessing credit suitability

Common problems with assessing credit suitability include:

### What to do if you received credit that was unsuitable

If you are struggling because a credit provider has provided you with credit that was unsuitable, you should:

#### Get information

Check the credit provider's responsible lending obligations.

#### Consider the circumstances when you were given credit

Think about the following factors when you were given credit:

- My income
- Less accommodation expenses

