Due diligence checklist: NCCP Act (ASIC)

National Consumer Credit Protection Act 2009. ASIC, Australia.

Regime	NCCP Act (ASIC)
Regulator	ASIC
Country	Australia
Regulator's page	https://asic.gov.au/regulatory-resources/credit/
Prepared	9 November 2026
Current version	https://www.vederca.com/market-scan/due-diligence/au-credit

What it is

Credit licensees meet responsible lending, disclosure and hardship obligations.

Who it applies to

Applies to every financial institution in Australia, when procuring lending and origination, collections and recoveries.

What to ask a vendor, and the evidence to request

#	Ask the vendor for	Evidence to request	Received
1	Responsible lending inquiries and verification, recorded per application	The identification and verification methods supported, the rules they follow, and the record kept for each check.	
2	Credit guide, pre-contractual and hardship notices in the required form	Samples of the notices and documents the system produces, and the workflow for hardship, arrears and vulnerable customer cases.	
3	Hardship and dispute handling that meets the Act and ASIC's guidance	Samples of the notices and documents the system produces, and the workflow for hardship, arrears and vulnerable customer cases.	

In every case

- A named contact at the vendor responsible for this regime, and how the vendor tracks changes to it.
- Which named customers the vendor already serves under this regime, as references you may call.

This checklist is a starting point for a procurement team, not legal advice. Read it with the regulator's own page, your institution's policies and your legal and risk teams; the regime may have changed since the date on this document.