

## Changes to our Servicing Calculator

We wish to advise that our Servicing Calculator has been updated to include the latest HEM table that has recently been released.

The new Servicing Calculator (Version 8.0 Nov 2022) is **effective from Friday 2nd December 2022**. It will be required to be adopted for servicing of all applications lodged **after midnight Friday 2nd December 2022**.

The updated Quick Qualifier Servicing Calculator (Version 8.0 Nov 2022) will be available from your aggregator platform or available for download from our broker website in the loan processing section, under [Loan Applications](#).

When lodging your applications, please ensure you are using the new updated version of the Quick Qualifier.

If you require any assistance, please contact your Broker Relationship Manager.

### HOW TO GET 0.20% BONUS DISCOUNT ON INVESTMENT RATES

#### Five Simple Ways to a Faster Turnaround Time to Decision

We want to start work on your application as quickly as possible. These five (5) things are the most common things that prevent us from starting work on your files as soon as they are received. Take a moment to quickly review these 5 key things and share them with processing staff. It will help us to get started on assessing your file sooner.

##### Broker Declaration

Check that all questions have been answered on the form as applicable. When answering the Target Market Determination (TMD) questions, please ensure you check one box only as appropriate. **Wet signatures are required on the declaration form.**

##### Loan Summary

If an upfront valuation has been obtained ensure that the Valex Reference ID is completed on the Loan Summary form. This allows the Lending Analyst to retrieve the report from Valex quickly. It also ensures they are aware that the upfront valuation has been done, avoiding unnecessary duplication and delays.

### Loan Application Form

The application form must have the privacy act and consent section signed by all applicants. **Signatures must be a 'wet' signature.** If this section is not signed or is signed by an electronic or digital signature we cannot bring the file into our workflow. It will be placed on hold to allow you 48hrs to have the document completed and signed correctly. Unfortunately, if the corrected documents are not returned within the required timeframe to LOS the file has to be withdrawn from the system and you will need to resubmit.

### Responsible Lending Summary

The Responsible Lending Summary form **must be printed from AOL**. It is a mandatory document that captures all of your answers to the R&O of the customers. It must be signed by the applicants and the broker declaration completed. **All signatures must be 'wet' signatures.** If we do not receive a signed copy of the Responsible Lending summary, we are unable to commence assessment on the file.

### Verification of Identity (VOI)

VOI must be completed electronically, either by Australia Post or using ZipID with the client face to face. VOI is one of the mandatory documents required when submitting your application to us. Australia Post VOI forms to provide to your customers can be located on our Broker Website. Common issues with ZipID VOI are DOB in report not matching DOB shown in ID document; spelling of name of applicant in report not matching spelling of name in ID documents; original ID documents not photographed for inclusion in the report. The photographs of the ID documents uploaded into the report **MUST** be of original ID documents, not photographs of certified copies of the ID documents.

Taking the time to make sure these five items above completed correctly and provided to us at time of submission give us the ability to get your file in front of credit and deliver a faster turnaround time on the decision.

If at any time you are unsure of requirements, please do not hesitate to reach out to your Broker Relationship Manager for clarification and/or refer to your Supporting Documents Checklist available from our Broker Website.

Attached is the new version of the Servicing Calculator. Please make this available on your platforms. If you require an unlocked version to update HEM tables on your platform please let me know.

The above communication has been sent out to Brokers today.