

Good afternoon,

Updated Serviceability Assessment

Following the latest release of the Household Expenditure Measure (HEM), Keystart has updated our Loan Assessment Tool (LAT) with revised benchmark living expenses.

Why are we making these changes?

These changes are being implemented as part of Keystart's continuous review of our 'Responsible Lending' obligations. These changes will ensure that Keystart continue to maintain prudent lending practices.

When are the changes effective from?

The above changes will be effective from Monday 22 April 2024 and an updated version of the Offline Tool V1.77 has been uploaded to the [Broker Portal](#).

What do you need to do?

The updated benchmark living expenses will reduce your customer's borrowing capacity. If you wish to check this for a specific customer, please input an assessment date of after 22 April 2024 into Loanapp or use the Offline Assessment Tool V1.77.

All new loan applications and supporting documentation submitted after Sunday 21 April 2024 will reflect the HEMS changes.

Should you have any queries regarding the above please do not hesitate to contact myself or our Broker Relationship Team on 1300 366 055.

We thank you for your ongoing support and we look forward to our continuing role in assisting more Western Australians into affordable home ownership.

Kind regards,

Leigh Karangaroa

Broker Relationship Manager
Customer Experience



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