

**BRING  
YOUR  
OWN  
BRAND.**  
by LoanMarket™

DAVID'S

# Game Plan





Hi David,

Thank you for this opportunity to help you achieve your goals - I'm excited to go on this journey with you!

**What you can expect from me.** I'm your personal negotiator with at least wide suite of lenders. My focus is on finding and presenting you with options that meet your current needs, keeping the process simple, and importantly, helping you reach your financial goals.

**Your personalised Game Plan** features a range of competitive options for your new loan (based on your current financial situation). It outlines:

- what we have discussed; the information provided by you on your requirements, objectives and goals
- what I recommend; and why I believe these recommendations are in your best interests
- what it will cost you; we are transparent so any fees, commissions, interest or charges relating to the products and services are laid out for you to see

**What's next?** Take some time to review these options and understand what it means to proceed. I'm here to answer all your questions. Once you're ready to proceed, I'll prepare your loan application ready for your review, approval, and signature. I'll then submit your application and let you know the moment it's approved by the lender.

I'm just a phone call or email away for any questions you may have.

Regards,

Let's review  
**Your goals.**





#### What is the primary purpose of this funding

Next Home

#### Notes on your immediate goals & objectives

David is looking to obtain finance approval to purchase his next property with a purchase price being \$1,000,000. This property will be an owner occupied property.

David has recently sold a property and is using sale proceeds to cover funds to complete and costs. He however, wishes to retain some of his savings for a future property purchase.

Clients finance approval date is the 16th of June so the recommendation will need to be a lender that can meet this requirement.

100% offset Account & redraw required to access surplus savings. Borrowings to be structured over a 30 Year Term for cash flow purposes. Client was advised and well aware that variable rates are subject to fluctuate, and are not aligned with movements in the official Cash Rate.

Clients are aware that structuring will mostly likely need to be established under a package and that this will incur an annual fee.

The client has no lender preference, but wants cheapest rate and fastest turnaround to meet finance date.

#### Important Dates

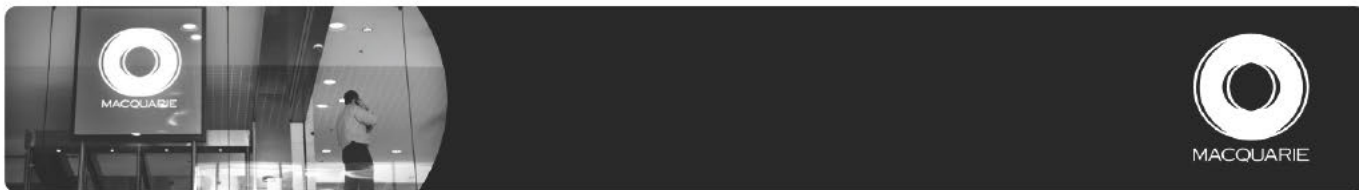
Estimated Settlement Date



Solution summary

# Our recommendation





Split 1	Offset Package Variable 70%-80% (OO PI)	
Loan Term & Amount	30 years	\$800,000
Year 1 - 30 principal and interest (variable)	6.19% p.a.	\$4,894.56 p.m.
	Total Loan Amount	\$800,000.00
	Total Interest Charged	\$962,042.23
	Total Initial Monthly Repayments	\$4,894.56

### Why I believe this solution is in your best interest

When providing loan assistance and recommending both a lender and product, I am legally obliged to act in your best interests and prioritise your interests ahead of my own in all circumstances. I have reached my recommendation based on our discussion regarding your personal needs and objectives.

### Rationale for recommendation

The loan option shortlist has been established from the lenders and loan options most appropriate for David's requirements, with consideration to the cheapest rates and fees.

We have assessed over 20 lenders in the market and narrowed this down to 3 lenders who are all competitive options for you. However we believe that Macquarie will be in your best interest for varying reasons.

Total lending is \$800,000. On balance Macquarie was the most competitive variable rate. Importantly your timing meant you require finance approval ASAP so we needed a lender that gave us confidence that the loan would be approved and settled in time. Macquarie's service standards of 5 working days was in contrast to Westpac's (10 working days), ANZ (15 working days) and CBA (20 working days). This will allow us more certainty to meet your objectives of access to funds by the end of the month.

#### Interest rates

We discussed the options of fixed versus variable interest rates and importantly we discussed "break fees" if the fixed interest rates were terminated.

Macquarie was one of the most competitive rates, but critically their turnaround times for approval were the best all things being equal.

#### Product features

We discussed the difference between offset accounts and redraw facilities and you opted for an offset account due to savings David has and a desire to have access to those funds in the future for further property purchases. Internet banking is a facility you use regularly and Macquarie has an excellent reputation for it's site which can assist you in managing and categorising your expenses.

#### Turn around times

Your requirement to secure funding within a month was a key factor in our recommendation and we have been able to balance a very competitive interest rate overall whilst still being confident of delivering to your timeline. The turnaround times and performance of some of the other lender options gave us little confidence that we could deliver on time. We are confident about Macquarie's ability to deliver.

continued...

#### Lender preferences

In our meetings we discussed your current lender Resimac and whilst you were happy with them you also noted that you were open to options that delivered on your key objectives of a lower interest rate and access to funds within a month. We included Resimac in our initial research however they were eliminated on the basis their interest rates could not compete with those in our final research.

#### Credit policy

Credit Policy relates to the lenders "appetite" for certain risks. Given the strength of David's credit history and the overall application, this was not a determining factor in the application.

#### Borrowing Capacity

In reducing our lender selection down to 3 we only researched those lenders where their borrowing capacity requirements aligned with their policies.

**Interest rates and repayments:** these may change from those disclosed in this document if the lender changes interest rate. Before you accept your loan offer, you should check it carefully to ensure that the terms of the loan meet your requirements as they may differ from the terms set out in this document.

**Lenders Mortgage Insurance:** This insurance protects the lender in the event you are unable to meet the repayments of the mortgage. It is commonly required when you borrow more than 80% of the value of the property being offered as security for the loan. If property values decline, the security may not be enough to cover the outstanding loan when the lender comes to sell it. LMI is a one-off insurance payment incurred at the time the loan settles, and usually the lender will pass on the cost of the LMI premium to you, the borrower, as a fee.

# Solution summary

## Your loan preferences

### Your preferences have driven our recommendation

The overall solution and product recommendations have been driven by your preference. These factors have helped me narrow down options available. I understand why these preferences are important to you and considered any special requirements in my recommendations. It's important you understand the potential impact of your particular preferences and product features, so I've included important information related to your loan preferences. If you have any questions about this don't hesitate to ask.

#### Rate Preferences

Rate Type  
Variable

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Why is this important to you?  
Flexibility with repayment

#### Repayment Preferences

Principal & Interest Repayment Frequency  
Monthly

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Why are principal & interest repayments important?  
Minimise interest paid over life of loan

#### Special Feature Preferences

No Preference

#### Other Information Preferences

Any other requirements and objectives?  
Not Specified

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Are there any conflicts between any of the loan preferences?  
No

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Broker interview declaration

I have interviewed the client via Video conference

#### Lender preferences

Current Bank

██████████ ██████████  

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Happy with Current Bank?  
Yes

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Preferred Lender  
No

#### Important information related to your loan preferences

Variable Rate

1. Interest rate and repayment amount may increase while the loan is on a variable rate.



# Solution summary

## Full Transparency on fees and commissions



### The obligations of a mortgage broker

As a mortgage broker, I am always committed to acting in your Best Interests with all of your lending needs.

There are many legislative obligations I must adhere to that ensure your needs and requirements are at the centre of my work. These laws, including but not limited to the National Consumer Credit Protection Act 2009 (Responsible Lending), The Privacy Act 1988, Anti-Money Laundering and Counter Terrorism Financing Act 2006 (AML/CTF), are designed for your protection.

### An overview of the service a mortgage broker provides

The service a mortgage broker provides is called Credit Assistance. This typically entails:

- Understanding your needs and objectives and current financial circumstances
- Comparing and contrasting hundreds of home loan products and negotiating directly with lenders
- Recommending a home loan solution with a competitive rate that is aligned with your best interests
- Assisting you in completing all the paperwork involved
- Providing advice from application through to settlement, keeping you up to date at every step
- Staying in touch post-settlement to ensure your home loan remains the best fit for you.

### How I get paid

Typically, I'll be paid by the lender (with no additional cost to you\*) in the following ways:

#### Initial payment

When your loan has 'settled', the selected lender will pay me an initial payment as a percentage (%) of the 'net of offset' (total loan, less any amount in the linked offset account). This percentage varies by lender however generally ranges between 0.60% and 0.75% including GST.

If the loan is transferred or is paid out within 2 years of the settlement date, the lender may reclaim some or all of these commissions from me. This is known as 'clawback'.

#### Ongoing monthly payments

The selected lender may also pay me an ongoing monthly payment (known as trail). This is a percentage (%) calculated and paid on the outstanding balance of your loan at the end of each month. The percentage varies by lender but is typically around 0.15%.

It is important to note my advice is always aligned to your best interests and does not take into consideration any variance of commission between lenders.

#### Net of Offset

Any payment paid by the lender is based upon the loan amount minus any money you have in your offset account. This means if you take out a \$1 million loan and place \$900,000 into your offset account, I will receive a commission based on \$100,000. If you place the entire loan into the offset account, I will not get paid until you use those funds. If you do not use those funds in the first 12 months, I will typically not receive any commission in relation to those funds.

#### Clawback

If the loan is refinanced or is paid out within 2 years of the settlement date, the lender may reclaim these commissions from me. Typically this will be:

- 100% within the first 12 months
- 50% within 12-24 months of the loan settlement date

If this does occur, there is no cost to you. However, it does mean that regardless of how appreciative you are of the service I provided, I may not be paid for helping you with your loan.

As such, I do request that you share with us any potential plans you may have about selling, refinancing or making any changes to your loan within the initial 24-month timeframe, and if you do decide to make any changes to your loan, that you choose to use our services again.

Regardless of how I'm paid by a lender, I am here to help you with any questions both now and throughout the life of your loan.

\*In some circumstances, I may charge a fee to cover the additional time required by my team. Any fees must be fully disclosed and will be discussed with you in advance so you can make an informed decision before proceeding with your application.

## Solution summary

# Full transparency on fees & commissions

### Loan fees included in your loan (you pay these direct to lender)

Legal Fee payable at settlement	\$350
Ongoing Monthly Fee payable monthly	\$0
Settlement Fee payable at settlement	\$0
Ongoing Annual Fee payable annually	\$248
Establishment Fee payable at settlement	\$0
Application Fee payable at settlement	\$0
Valuation Fee payable at settlement	\$0
Total	\$598

#### Disclaimer:

You agree to pay the fees specified above by the time specified above. These figures are estimates only and the final figures will be shown in your credit contract or lease. Some or all of these fees may be paid from the finance proceeds. We are not aware of any other fees or charges payable to anyone else in relation to the application for finance, but the financier may impose some additional requirements.

### How we get paid (paid to us by the lender)

Initial payment 0.715% of the loan amount (less any amount in a linked offset account)	\$5,720
Ongoing monthly payment 0.165% of the outstanding balance of your loan each month	\$110

The displayed monthly payment is the highest possible amount. It is recalculated monthly and is based on the outstanding balance.

#### Disclaimer:

Some or all of the commission received by the Licensee may be paid to the credit representative. From time to time we receive benefits in the form of conferences and training sessions provided by the licensee, financiers, or others. The value of these benefits cannot be ascertained. If you want information on this, please ask to see my Benefits Register.

All numbers quoted above **include GST**

\*In making my assessment about the recommendation in this Game Plan, I emphasise that at all times I have prioritised your interests above any potential conflicts with third parties that referred you to me as a potential client.

Let's review

# How we calculated how much you need to borrow



## How we calculated how much you need to borrow



Funds Required	−	Your Contributions	−	Proposed Lending	=	Surplus
\$1,037,851.30		\$237,851.30		\$800,000.00		\$0.00

**Funds Required**

Purchase (QLD, Owner Occupied, Established)	\$1,000,000.00
Stamp Duty on Property	\$30,850.00
Mortgage Registration Fees	\$224.32
Transfer Fees	\$3,678.98
Lenders Fees	\$598.00
Settlement Adjustment Allowance	\$1,000.00
Conveyancing Allowance	\$1,500.00
<b>Total</b>	<b>\$1,037,851.30</b>

**Funds Available**

Savings - Proceeds of Sale	\$237,851.30
Proposed Lending	Variable, P&I, 6.19% p.a \$800,000.00
<b>Total</b>	<b>\$1,037,851.30</b>

**Surplus**

Total Funds Required	\$1,037,851.30
Total Funds Available	\$1,037,851.30
<b>Total Surplus</b>	<b>\$0.00</b>

# The properties used as security & LVR



<b>Total securities</b>	<b>LVR</b>
<b>\$1,000,000.00</b>	<b>80.00%</b>

## Securities

Pre-approval for a property to be purchased in QLD

\$1,000,000.00

Type	Registered Mortgage	Status	Established
Transaction	Purchasing	Purpose	Owner Occupied
Ownership	David 100%	Zoning	Residential
Valuation Basis	Certified Valuation	Property Type	Fully Detached House
		<b>Contract Date</b>	<b>Not Specified</b>

## LVR (Loan to Value Ratio)

New Lending	\$800,000.00
Existing Lending	\$0.00
<b>Total Securities</b>	<b>\$1,000,000.00</b>
<b>Total</b>	<b>80.00%</b>

**Insurance declarations**

Is the client confident they have adequate insurance cover to protect their family against injury, death, or financial hardship? **Not Specified**

Is the client confident they have adequate insurance cover to protect their home and contents against accident, damage or theft? **Not Specified**

From insurance, removal and storage services, or connecting services at your new property - we'll take care of you.

**Concierge Insurance**

We have two options for building/fixed contents insurance that you may be eligible for from your contract date for the period until settlement:

You have the option of either:

- 30 Day Complimentary Insurance for the pre-settlement period\*; or
- Up to 90 days Building Settlement Cover^ when you purchase a building insurance policy that starts from your settlement date.

If you consent to be contacted by Concierge, we can explain these options or provide more information to you.

If you are purchasing your property for investment purposes, you can ask Concierge can talk to you about our Landlord building or Landlord building and Contents insurance cover.

Yes, I consent to being contacted by Concierge for the purpose of:

- finding out if I am eligible to for the above insurance options; and being provided an insurance price estimate for my property;
- if I am eligible receiving a quote and if required, applying for home building, home contents only or home building and contents or landlord building, landlord contents only or landlord building and contents insurance (as applicable), which is underwritten by Allianz Australia Insurance Limited.

**The insurance cover I need for my property is:**

- Home Building; or
- Home Building and Contents cover; or
- Home Contents cover
- Landlord Building;
- Landlord Contents cover or
- Landlord Building and Contents cover.

We do not provide advice on this insurance based on any consideration of your objectives, financial situation or needs. Before making a decision, please consider the product disclosure statement for this product and the terms of the above options.

I would like more information about Concierge.

**Not Specified**

Loan Market Insurance & Concierge Insurance arranges this insurance as an agent for the insurer, Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708. Full terms and conditions of this cover and the complimentary insurance offers is available online at [loanmarketinsurance.com.au](https://loanmarketinsurance.com.au).

**Concierge Moving & Investor Services**

Concierge can assist with a range of services to help with your new property purchase.

- Tax depreciation schedules for investors
- Removals
- Home improvement services
- Storage solutions
- Solar power solutions
- Pet care & transports
- Home wellness and art discount vouchers.

I would like more information about additional Concierge services.

Yes

**Financial Advice**

Have an obligation-free discussion with a financial adviser about tailored protection options and other financial advice solutions such as superannuation and investments.

I would like to be contacted by a financial adviser.

**Home Now**

Comparing and connecting your home utility services such as electricity, gas & broadband.

I would like to be contacted by a Home Now connections specialist.

Yes

**ALI Group Life Insurance**

Would the client like to discuss 'My Protection Plan' offered by an ALI group authorised mortgage broker? **Not Specified**

**Please note:** Whilst we strive to provide great options, it's important that you know the Best Interests Duty has not been applied to the referral of these services and therefore I can't guarantee it's the best solution. There may be other products or services in the market that better meet your needs and objectives. If you proceed with any of these services, I may receive a commission from the service provider. This is not payable by you. In these instances, I'll disclose to you any commissions that I'll earn.




Our research process

# The options we considered





Product comparison  
\$800,000 over 30 years

	✓ Selected	Option 2	Option 3
<b>Product name</b>	 MACQUARIE Offset Package Variable 70%-80% (OO PI)	 Westpac Premier Advantage (Pricing Tool Required) Variable 70%-80% (OO PI)	 Commonwealth Bank *SP* MAV Package (HLPT Required) Variable 79%-80% (OO PI)
<b>Initial period</b>	Year 1 - 30 6.19% p.a. variable \$4,894.56 per month	Year 1 - 30 6.30% p.a. variable \$4,951.78 per month	Year 1 - 30 6.34% p.a. variable \$4,972.66 per month
<b>Ongoing period</b>			
<b>Max loan term</b>	30 Year(s)	30 Year(s)	30 Year(s)
<b>MAX LVR</b>	80%	80%	80%
<b>Repayment frequency</b>	Monthly	Monthly, Fortnightly, Weekly	Monthly, Fortnightly, Weekly
<b>Offset</b>	✓	✓	✓
<b>Credit card</b>	✓	✓	✓
<b>Direct salary credit</b>	✓	✓	✓
<b>Allowable splits</b>	✓	✓	✓
<b>Redraw</b>	no minimum	no minimum	no minimum
<b>Redraw Fee</b>	\$0	\$0	\$0
<b>Ongoing monthly fee</b>	\$0	\$0	\$0
<b>Ongoing annual fee</b>	\$248	\$395	\$395
<b>Upfront fee</b>	\$350	\$0	\$200
<b>Discharge fee</b>	\$400	\$350	\$350
<b>Total repayments and fees</b>	\$1,770,231.60	\$1,794,840.80	\$1,802,557.60
<b>Lifetime cost difference</b>	Selected	+ \$24,609.20	+ \$32,326.00

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Appendix

# The information that informed our research



# Appendix Summary

## Important information

Our assessment have been based on the information which you have provided to us. You should check carefully that the information provided is accurate and up to date and doesn't leave out any material details which may impact your ability to meet the repayment requirements in the credit contract outlined in the solution. This includes any foreseeable changes to your circumstances that may otherwise impact on your ability to meet your contractual obligations.

## The applicants

### Borrowers

David [REDACTED] [REDACTED]

## Broker details

[REDACTED]  
LoanMarket BDE Test

135 King Street, Sydney NSW, 2000, Australia

Credit Representative Number: 000000

ABN 12345678910 ACN 123456789

### LMG Broker Services Pty Ltd

Level 26, 111 Eagle Street, Brisbane, Queensland 4000

Australian Credit License Number: 517192

ABN 67 632 405 504 ACN 632 405 504

customerservice@loanmarket.com.au


## Borrower 1 summary



### Personal details

Name 

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DOB 

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Gender Male

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Marital Status Married

### Identification

Drivers Licence Australia Expiry 2026


### Contact

Home 


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Business 

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Mobile 

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Email 

### Particulars

Mother's Maiden Name 

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Marketing Opt-in Yes

### Citizenship

Citizenship Australia

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Residency Resident of Australia

### Dependants

No dependants

### Address History

1.  Jan 2017 - Current

### Employment History

1. BHP Limited, 171 Collins Street, Docklands VIC, 3000, Australia From: 02 Mar 2021 - Current  
Role: Lead Engineer. Basis: Full Time. Type: PAYG. On Probation: No. Status: Primary Employment  
Contact: Joe Bloggs. Phone: 01 3005 54757. Employer type: Public

### Income

Type	Details	Ownership	Frequency	Amount
Salary / Wages	BHP Limited	David 100%	Yearly	\$330,000
			Monthly total	\$27,500

Ownership = [REDACTED]

### Expenses

#### Groceries

Type	Ownership	Frequency	Amount
Groceries	David 100%	Monthly	\$1,245
		Monthly total	\$1,245

#### Primary Residence Expense (excl. Insurance)

Type	Ownership	Frequency	Amount
Electricity & Gas	David 100%	Monthly	\$350
Council Rates	David 100%	Monthly	\$475
Water & Sewer	David 100%	Monthly	\$130
Home Operation	David 100%	Monthly	\$110
Home Repairs	David 100%	Monthly	\$80
Furnishings & Electrical	David 100%	Monthly	\$50
		Monthly total	\$1,195

#### Insurance

Type	Ownership	Frequency	Amount
Building Insurance	David 100%	Monthly	\$85
Contents Insurance	David 100%	Monthly	\$100
Health Insurance	David 100%	Monthly	\$200
Life Insurance	David 100%	Monthly	\$145
Vehicle Insurance	David 100%	Monthly	\$100
		Monthly total	\$630

**Expenses continued...**

**Medical**

Type	Ownership	Frequency	Amount
Medical & Health	David 100%	Monthly	\$85
		Monthly total	\$85

**Personal Care**

Type	Ownership	Frequency	Amount
Clothing & Footwear	David 100%	Monthly	\$100
Personal Care	David 100%	Monthly	\$45
		Monthly total	\$145

**Recreational & Entertainment**

Type	Ownership	Frequency	Amount
Pets	David 100%	Monthly	\$100
Alcohol / Tobacco	David 100%	Monthly	\$110
Gym / Sports	David 100%	Monthly	\$125
Travel & Holidays	David 100%	Monthly	\$300
		Monthly total	\$635

**Telephone & Internet**

Type	Ownership	Frequency	Amount
Home/Mobile Phone	David 100%	Monthly	\$110
Internet, Pay TV & Media Streaming Subscriptions	David 100%	Monthly	\$50
		Monthly total	\$160

**Expenses continued...**

**Transport**

Type	Ownership	Frequency	Amount
Petrol	David 100%	Monthly	\$200
Registration	David 100%	Monthly	\$85
Vehicle Maintenance	David 100%	Monthly	\$130
Tolls/Parking etc	David 100%	Monthly	\$50
		Monthly total	\$465
<b>Expenses monthly total</b>			<b>\$4,560</b>

Ownership = David McQueen

**Assets**

Type	Details	Ownership	Value
Motor Vehicle	2024 Volkswagen	David 100%	\$50,000
Savings	Macquarie bank account 45123409	David 100%	\$128,000
Savings	Commonwealth Bank account 10194567	David 100%	\$4,365
Savings Account	Commonwealth Bank account 101949999	David 100%	\$60,000
Savings Account	Commonwealth Bank account 109456839	David 100%	\$1,100,000
Superannuation		David 100%	\$450,000
Home Contents		David 100%	\$75,000
<b>Total</b>			<b>\$1,867,365</b>

**David - financial circumstance changes**

Does the applicant plan or anticipate changes (other than retirement) to their future financial circumstances that could adversely impact their capability to repay the loan? No

Does the applicant plan to retire during the term of the loan? Yes

At what age does David plan to retire? 70

How would the applicant propose to repay the loan? Sale of assets, Superannuation lump sum following retirement, Savings

Does the applicant have any future objectives that should be considered?

David does not have any other future goals to be considered as a part of this transaction.

**David Arrears**

Any previous issues to debt arrears including credit cards, personal loans, car loans, short term loans, monies owing to friends/family, education loans, credit declines/bankruptcy.

Current Arrears? No

Previous Arrears? No

Director in the last 5 years? No



Approval to proceed

**Time to sign. Let's do this.**



# Collection notice for privacy purposes & consent

LoanMarket BDE Test Credit Representatives are appointed under LMG Broker Services Pty Ltd Australian Credit Licence 517192.

LoanMarket BDE Test ABN 12345678910 and LMG Broker Services Pty Ltd ABN 67 632 405 504 Australian Credit Licence 517192 of Level 26, 111 Eagle Street, Brisbane, Queensland 4000 [we,us,our] we are collecting personal information about you and this may include sensitive information (such as health information).

A complete copy of our privacy policy can be found at <https://www.loanmarket.com.au/privacy-policy-lm-broker-services>.

1. The information you provide will be held by us.
2. You appoint us your agent (Access Seeker) to obtain your credit information from a credit reporting body on your behalf and for the purpose of assisting you with your finance application. You authorise us to disclose any credit information we obtain to prospective financiers in connection with your finance application.
3. We may use credit information and personal information you provide us to arrange or provide finance and other services to you and you authorise us to make any enquiries necessary to do so.
4. We may exchange personal information with the following types of entities, some of which may be located overseas: our employees, franchisor, related bodies corporate, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, couriers, payment processors, data entry service providers, electronic network administrators;
  - persons who provide finance or other products to you, or to whom an application has been made for those products; financial consultants, accountants, lawyers and advisers;
  - any industry body, tribunal, court or otherwise in connection with any complaint regarding our services;
  - any person where we are required by law to do so;
  - any of our associates, related entities or contractors;
  - your referees, such as your employer, to verify information you have provided;
  - any person considering acquiring an interest in our business or assets;
  - any organisation providing online verification of your identity; or
  - any person or organisation for any authorised purpose with your express consent.
5. You may gain access to the personal information that we hold about you by contacting us. A copy of our privacy policy can be obtained at <https://www.loanmarket.com.au/privacy-policy-lm-broker-services> or by contacting us on 1300 56 4357. Our privacy policy contains information about how you may access or seek correction of the information we hold about you, how we manage that information and our complaints process.
6. If you do not provide the information we may not be able to assist in arranging finance or providing other services to you.

## Do we disclose your personal information to anyone outside Australia?

We may disclose personal information to our franchisor's related bodies corporate, our related bodies corporate and third party suppliers and service providers located overseas for some of the purposes listed above. Your personal information may be stored in the cloud in an overseas country. In the event that a disclosure is made in that overseas country (which we consider unlikely), the information will not be protected by the Australian Privacy Principles. In any event, by providing your details, you consent to your information being disclosed in this manner.

## Consent to give notices electronically

You consent to us sending you notices and other documents in connection with your dealings with us by email. You understand that upon giving this consent:

- a. we will either make all notices and other documents available for a reasonable period of time on our website for retrieval by you or we will send you notices and other documents by e-mail;
- b. if the information is displayed on our website we will promptly send you an e-mail to your nominated e-mail address notifying you that information is available for retrieval from our website and notify you of the nature of that information;
- c. we will not send paper copies of notices and other documents;
- d. you must regularly check your nominated e-mail address for notices; and
- e. you may withdraw your consent to the giving of notices and other documents electronically at any time.
- f. you have facilities to enable you to readily print notices of other documents retrieved from our website if you desire.

## Electronic signature consent

For the purposes of all dealings with us:

1. I consent to the use of an electronic signature system for the execution of any documents; and
2. I confirm I am the person named in the document where I indicate I am signing, I approve of the information communicated and I accept this method as reliable in the circumstances for communicating this type of information.

By clicking 'I agree' you agree to us collecting, holding, using and disclosing personal information about you in accordance with our Privacy Policy.

By signing this document you agree to us collecting, holding, using and disclosing personal information about you in accordance with our Privacy Policy.

# Time to sign

## Terms, disclaimers, and acknowledgements

**This document\* includes a recommendation for a lender and a specific product**

*When providing credit assistance, we must act in your best interests (Best Interests Duty). This means that any products we recommend to you must be in your best interests, and the reasons for these recommendations will be recorded and explained to you.*

In order to ensure your best interests have been met, we will assess what product(s) and what credit assistance will be in your best interests.

To do this, we need to:

1. Gather information about you and your situation,
2. Use this information to assess what credit assistance (if any) is in your best interests, and ;
3. Depending on this individual assessment, make a recommendation to you.

This recommendation will include information about why this is in your best interests and how it is aligned to your needs and objectives.

In addition, we also have the following obligations:

1. To satisfy the responsible lending obligations and assess the products as NOT UNSUITABLE for you and that you can comply with the credit obligations without substantial hardship;
2. In the case of actual, potential or perceived conflicts of interest to prioritise your interests ahead of the licensee and broker in all circumstances; and
3. Any products recommended to you will align to your specific goals and objectives.

The document includes information about why this is in your best interests and makes a recommendation to you which aligns with your specific goals and objectives.

Design and distribution obligations are intended to help consumers obtain financial products that are appropriate for them. Each product must have a Target Market Determination (TMD) which specifies the product issuer's distribution conditions, including who the target market of the product is. For more information, or to see the TMD for the recommended product, please ask your broker.

It also represents the completion of our interaction with you and draws upon our discussions with you, the analysis of your financial circumstances, the research across a range of products and the consideration of what is important to you.

**\*Note this document is valid for 90 days from signature date. Information on loan products is supplied by lenders and is subject to frequent changes (i.e. as interest rates change). Any material changes will be raised with you by your mortgage broker and may result in a revised document.**

**The information you have provided to your mortgage broker**

*By signing this Customer Acknowledgement and Declaration you are confirming that you have checked the information you provided is accurately represented in the document and as far as you know there are no omissions or inaccuracies.*

The information used in the document has been recorded and used in accordance with information provided by you. You should check the information in your document for any inaccuracies and/or omissions (including any foreseeable changes) which may impact on your ability to meet loan repayments in the future and advise your mortgage broker immediately as this may alter the assessment and recommendation.

**Agreeing to this recommendation instructs your mortgage broker to apply for the loan**

*By signing this Customer Acknowledgement and Declaration you are instructing your mortgage broker to proceed to lodge a loan with the recommended lender and product.*

Some important things to note as we move forward to lodging a loan application:

- **Your broker will assist you to verify the payout costs** with your current lender when refinancing an existing credit contract
- **Your mortgage broker represents you and has obligations to the lenders** This means your broker must not provide any information they or you know is misleading or deceptive. Your broker also has obligations under the law to report any fraud, forgery, or other illegal activities. By signing this agreement you confirm that you understand that your broker has these obligations to the lender and under the law. If you have any questions about their role, ask before you sign.
- **A loan is a credit contract with the lender**, you should read the details carefully before signing, checking that it matches your requirements.

**We do not provide legal and/or financial advice**, unless specified in a separate contract. Accordingly, it is important you ensure you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice. We do not determine or recommend the conditions of the credit contract (such as interest rates, fees, or the term of the loan).

We confirm the process to produce and lodge the loan application will be commenced immediately following your confirmation. This will include the provision of information that you have provided to us and that we have collated, information obtained in accordance with your consent from external parties i.e. credit history, financial statements, contracts of sale and any other related or lender requested documentation.

Time to sign  
Ready to proceed?



### Borrower Acceptance

David [REDACTED]

Sign \_\_\_\_\_

Date \_\_\_\_\_

### Broker Signature

David [REDACTED]

Sign \_\_\_\_\_

Date \_\_\_\_\_

**Disclaimer:** By signing this document you agree to the terms, disclaimers, and acknowledgements set out on the previous page.