

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY



This form only applies to regulated loans that are secured over residential property. It should only be used where there is an application for a loan secured by residential property and where the purpose is wholly or predominantly for:

- personal, domestic or household purposes; or
- to purchase, renovate or improve residential property for investment purposes or to refinance credit provided for that purpose.

REQUIREMENTS & OBJECTIVES

1. APPLICANT DECLARED PURPOSE

1.1 Tick the applicable box to confirm the loan purpose type: Owner Occupier Residential Investment

Purpose	Amount (\$)
<input type="checkbox"/> Purchase a property	
<input type="checkbox"/> Construction	
<input type="checkbox"/> Renovations	
<input type="checkbox"/> Investment Purposes	
<input type="checkbox"/> Purchase a motor vehicle, boat, trailer etc.	
<input type="checkbox"/> Refinance	
<input type="checkbox"/> Debt consolidation	
<input type="checkbox"/> Other Purpose(s) being: <div style="border: 1px solid black; height: 60px; width: 100%; margin-top: 5px;"></div>	
TOTAL AMOUNT OF CREDIT SOUGHT:	

Please provide any additional details relating to applicant(s) purpose, including their immediate, medium term and long term goals.

1.2 Select the purpose for which the loan proceeds will be used and specify the proposed amount required for each purpose selected (Multiple purposes can be selected.):

If purpose is wholly or predominantly commercial or investment (other than in residential property), this interview guide is not intended to be used.

Where Refinance or Debt Consolidation have been selected in 1.1, ensure the applicant(s) understands that if this increases the term of the loan, this may cause the applicant(s) to pay more interest and mean the applicant(s)'s equity in the property builds up at a slower rate.

The applicant(s) appeared to understand and wants to proceed.

Where Debt Consolidation has been selected in 1.1, please complete 1.3 and 1.4.

Otherwise, continue to 1.5.

1.3 If Debt Consolidation was selected in 1.1, will existing credit card limits be reduced or cancelled?

Yes No

If Yes, please give details below:

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

1.4 I have discussed with the applicant(s) that they may end up paying more interest, particularly if the applicant(s) incurs further credit card, personal loan or car loan debt after consolidating existing debts.

The applicant(s) appeared to understand and wants to proceed.

1.5 Term of credit sought: Years / Months

2. REFINANCE & DEBT CONSOLIDATION

This section is to be completed if the applicant(s) is refinancing or consolidating debts with the proceeds of the proposed loan. If the applicant(s) is not refinancing or consolidating debts, continue to the Section 3 - Possible Adverse Changes to Financial Situation.

2.1 Why does the applicant(s) want to refinance the existing loan? (Multiple options can be selected.)

Reduced repayments

Please specify current and anticipated repayments under the existing loan:

Lower interest rate

Please specify current and anticipated interest rates under the existing loan:

Increase total loan amount

Greater flexibility / extra or specific loan features under new loan

Please give details:

Wants to reduce number of lenders / consolidate debts

Please give details:

Dissatisfied with other financial institution

Please give details:

Close to end of current loan term

Please give details:

Other

Please give details:

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

3. POSSIBLE ADVERSE CHANGES TO FINANCIAL SITUATION

3.1 Does the applicant(s) plan or anticipate changes (other than retirement - see 3.4) to their future financial circumstances that could ADVERSELY impact their ability to repay the loan?

Yes No

If Yes, specify to which applicant(s) the changes apply and answer the remaining questions for all applicants together.

Applicant 1 Applicant 2

3.2 If Yes, what is the nature of the planned or anticipated change?

Select one or more of the relevant options and give details of the expected change or changes in the table below.

	Period of Impact	Financial Impact per month (\$)
<input type="checkbox"/> Extended unpaid leave (e.g. parental leave)		
<input type="checkbox"/> Reduced income		
<input type="checkbox"/> End of contract / loss of employment		
<input type="checkbox"/> Leaving employment		
<input type="checkbox"/> Increased debt repayment(s) for an existing loan		
<input type="checkbox"/> Large expenditure (e.g. wedding/tax bill)		
<input type="checkbox"/> Medical treatment / illness		
<input type="checkbox"/> Other (please give details below)		
<div style="border: 1px solid black; height: 60px; width: 100%;"></div>		

3.3 How do the applicant(s) intend to meet their loan repayments during the planned or anticipated change(s)?

Select one or more of the relevant options and give details of those options in the table below. Please provide all relevant documents to support the customer's plan.

Please provide detailed description of the plan	
<input type="checkbox"/> Additional income source	
Sale of other assets (please specify)	
<input type="checkbox"/> ANZ held security	
<input type="checkbox"/> Other property	
<input type="checkbox"/> Shares	
Savings	
<input type="checkbox"/> ANZ savings	
<input type="checkbox"/> OFI savings	
<input type="checkbox"/> Co-applicant's income	
<input type="checkbox"/> Other (please give details)	
<div style="border: 1px solid black; height: 60px; width: 100%;"></div>	

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

3.4 Are all applicant(s) currently retired?

- Yes – proceed to Section 4
 No – continue to next question

3.5 At what age is the applicant(s) planning to retire?

Applicant 1

Applicant 2

3.6 Will any applicant(s) reach their planned retirement age within 7 years of the application date?

- Yes - proceed to question 3.8
 No - continue to next question

3.7 Is any applicant(s) within 7 years of the statutory retirement age?

- Yes – continue to next question
 No – proceed to Section 4

If any applicant plans to retire within 7 years of the application date or is within 7 years of the statutory retirement age, continue to 3.8. Otherwise, continue to Section 4.

3.8 How would the applicant(s) propose to meet their loan repayments? (Multiple options can be selected.)

Please provide all relevant documents to support the customer's plan.

Please provide all relevant documents to support the customer's plan.	
<input type="checkbox"/> Repayment of loan prior to retirement	
<input type="checkbox"/> Downsizing home	
Sale of Other Assets (please specify) <input type="checkbox"/> ANZ held security <input type="checkbox"/> Other property <input type="checkbox"/> Shares	
<input type="checkbox"/> Recurring income from superannuation	
<input type="checkbox"/> Superannuation lump sum following retirement	
Savings <input type="checkbox"/> ANZ savings <input type="checkbox"/> OFI savings	
<input type="checkbox"/> Income from other investments	
<input type="checkbox"/> Co-applicant's income	
<input type="checkbox"/> Customer planning to work past the statutory retirement age (please detail customer plan)	
<input type="checkbox"/> Other (please give details below)	

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

4. LOAN FEATURES

4.1 Loan Features Selection

In order to complete this section, brokers must consider all answers previously given, and in particular, those relating to:

- Loan Purpose (Section 1);
- Refinance & Debt Consolidation (if applicable) (Section 2);
- Possible adverse changes to financial situation (Section 3);

Each feature in the table is to be marked as 'Important', 'Not Important' or 'Don't Want', depending on the broker's discussion with the applicant(s).

'Important' means the feature is a high priority for the applicant(s). 'Not Important' means it is not of high priority to the applicant(s). 'Don't Want' should be selected where the applicant(s) expressed they do not want the feature.

Where a feature is identified as 'Not Important' or 'Don't Want', no further action is required for the purposes of this table.

Where a feature is identified as 'Important', the broker must ascertain from the applicant(s) why that feature is important to them. Please select the appropriate reasons in the 'Reason' column for any feature that is marked 'Important'. In selecting the reasons, the broker should ensure the applicant(s) consider the particular benefit(s) of the feature that is/are important to them (e.g. if fixed rate period is important a reason may be because the applicants want certainty of the repayment amount during the fixed rate period).

Where the feature has been selected for reasons other than for reasons already provided, ensure details of those 'Other' reasons are captured in the same column.

Where a feature is identified as 'Important', confirm the applicant(s) understands each of the risks contained in the 'Features' column by ticking the relevant box alongside that risk.

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

Feature	Important	Reason	Not important	Don't Want
RATE TYPE				
Fixed rate	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Rate is fixed for a specified term giving certainty of interest and repayments for that term. <p><i>Ensure each applicant understands each of the following risks:</i></p> <ul style="list-style-type: none"> Rate is fixed at a point in time and applicant(s) will not benefit from subsequent market interest rate reductions during fixed rate period. Rate may change between the time of approval and the time of drawdown if rate guarantee has not been obtained. Limited or no ability to make additional repayments when the interest rate is fixed. May not have the ability to redraw or utilise an offset account to reduce interest. Possibility of expensive break costs if, during the fixed interest rate period, applicant(s): <ul style="list-style-type: none"> - Repay loan in full; - Switch to another product or loan type; - Make additional repayments; - Sell the property; or - Seek further funds. 	<input type="checkbox"/> If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s): AND indicate the preferred duration of the fixed rate period: <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 18 months <input type="checkbox"/> 2 years <input type="checkbox"/> 2 years plus	Where fixed rate is important, why is this? <input type="checkbox"/> Avoiding risk of increasing variable interest rate during fixed interest period. <input type="checkbox"/> Make budgeting easier. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 40px; width: 100%;"></div>		
Variable rate	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Interest charged and repayments will change to reflect interest rate movements. <p><i>Ensure each applicant understands each of the following risk:</i></p> Interest rate and repayment amount may increase while the loan is on a variable rate.	<input type="checkbox"/> If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s):	Where variable rate is important, why is this? <input type="checkbox"/> To take advantage of potential future decreases in the interest rate. <input type="checkbox"/> Flexibility with respect to repayment, redraw and/or early repayment of loan. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 40px; width: 100%;"></div>		

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

Feature	Important	Reason	Not important	Don't Want
Fixed and Variable rate	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> The applicant(s) may want a loan split between fixed and variable portions. <p><i>Fixed rate portion</i></p> <ul style="list-style-type: none"> Rate is fixed for a specified term giving certainty of interest and repayments for the fixed rate portion. <p><i>Variable rate portion</i></p> <ul style="list-style-type: none"> Interest charged and repayments will change to reflect interest rate movements for the variable rate portion. <p><i>Ensure each applicant understands each of the following risks associated with fixed and variable splits of the loan:</i></p> <ul style="list-style-type: none"> Applicant(s) will not obtain the full benefit of rate decreases and will still have some exposure to the risk of rate increases. Applicant(s) will generally not be able to change the ratio of the fixed and variable portions. Applicant(s) will be required to make separate repayments for each portion. Fixed rate may change between the time of approval and the time of drawdown if rate guarantee has not been obtained. Limited or no flexibility in relation to the fixed rate portion concerning making additional repayments, redraws and offset accounts during the fixed rate period. Possibility of expensive break costs in relation to the fixed rate portion if during the fixed rate period, the applicant(s): <ul style="list-style-type: none"> Repay loan in full; Switch to another product or loan type; Make additional repayments; Sell the property; or Seek further funds. 	<input type="checkbox"/> <i>If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s):</i> AND indicate the preferred duration of the fixed rate period: <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 18 months <input type="checkbox"/> 2 years <input type="checkbox"/> 2 years plus	Where fixed and variable rate is important, why is this? <input type="checkbox"/> Limiting risk of increasing variable interest rate to obtain some benefit from potential future decreases in the interest rate. <input type="checkbox"/> Retaining a degree of flexibility in relation to increased repayments, redraws and/or early repayment of part of the loan. <input type="checkbox"/> Make budgeting easier than if the entire loan were variable. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 50px; width: 100%;"></div>		
REPAYMENT TYPE				
Principal and Interest	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Repayments cover loan principal and interest so that the loan is paid in full by the end of the loan term. Applicant(s) could pay less interest over the life of the loan as compared with a loan which features a period of interest only repayments. Interest rates on principal and interest repayments are generally lower than interest only. 	<input type="checkbox"/> <i>If feature is marked important, indicate preferred repayment frequency:</i> <input type="checkbox"/> weekly <input type="checkbox"/> fortnightly <input type="checkbox"/> monthly	Where principal and interest is important, why is this? <input type="checkbox"/> Minimise interest paid over life of loan. <input type="checkbox"/> Higher lending limit. <input type="checkbox"/> Lower deposit required. <input type="checkbox"/> Build up equity from the start. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 50px; width: 100%;"></div>		

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

Feature	Important	Reason	Not important	Don't Want
Interest Only	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Allows smaller payments during the interest only period enabling: <ul style="list-style-type: none"> Higher cash on hand for other purposes. Flexibility to manage cash flow. Smaller initial payments on investment home loans may serve a tax purpose. <p><i>Ensure each applicant understands each of the following risks:</i></p> <ul style="list-style-type: none"> Higher interest rates may apply to interest only loans. Interest only payments will not reduce the loan principal. Not repaying loan principal will result in the applicant paying more interest over the loan term. After the end of the interest only period, principal and interest repayments will be required and these will be higher than they would have been if the loan had principal and interest repayments throughout the loan term. The amount of equity that is built-up in the property securing the loan will be less with an interest only loan. 	<input type="checkbox"/> <i>If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s):</i> AND indicate the preferred duration of the interest only period: <input type="checkbox"/> up to 1 year <input type="checkbox"/> 1 to 3 years <input type="checkbox"/> 3 to 5 years <input type="checkbox"/> 5 years plus AND indicate why the proposed length of the interest only term is appropriate to the customers needs: <div style="border: 1px solid black; height: 60px; width: 100%;"></div> AND indicate preferred payment frequency: <input type="checkbox"/> weekly <input type="checkbox"/> fortnightly <input type="checkbox"/> monthly	Where interest only is important, why is this? <input type="checkbox"/> Accommodate temporary reduction in income (e.g. parental leave, changing circumstances). <input type="checkbox"/> Accommodate anticipated non-recurring expense item (e.g. education, renovation/construction, furniture). <input type="checkbox"/> Variable and unpredictable income. <input type="checkbox"/> Recommendation provided by an independent financial advisor / accountant. <input type="checkbox"/> Taxation or accounting reasons (based on financial or tax advice), including: <ul style="list-style-type: none"> Release funds for investment purposes (e.g. shares, investment property, super contributions). Priority is paying off non-deductible debts (this loan is for investment purposes); and Plan to convert to an investment property in future. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 50px; width: 100%;"></div>		
Interest in Advance	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Allows the applicant(s) to make lump sum interest only payments in advance. May serve a tax purpose. May be discounts on interest rate. <p><i>Ensure each applicant understands all of the following risks:</i></p> <ul style="list-style-type: none"> Rate must be fixed and all the risks set out above in relation to 'Fixed Interest' rate are applicable. Please explain each of these risks to the applicant(s). Explain any different risks applicable to specific lender products (e.g. limitations on refunds for interest paid in advance). 	<input type="checkbox"/> <i>If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s):</i>	Where interest in advance is important, why is this? <input type="checkbox"/> For tax purposes (based on financial or tax advice). <input type="checkbox"/> Discounts on interest rate. <input type="checkbox"/> To assist with cash flow and budgeting. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 50px; width: 100%;"></div>		
Line of Credit	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

Feature	Important	Reason	Not important	Don't Want
<ul style="list-style-type: none"> Flexibility of revolving line of credit allows applicant(s) to draw to an approved limit from time to time with only an obligation to pay monthly interest and otherwise flexibility of repayment amounts. <p>Ensure each applicant understands each of the following risks:</p> <ul style="list-style-type: none"> Higher interest rates may apply to a line of credit as compared to a principal and interest loan. Not paying off principal may result in more interest being paid over the loan term. Usually no formal repayment structure exists to the facility and so financial discipline is required to repay the loan. If lender has discretion to reduce or cancel the limit, applicant(s) may be required to pay off the amount owing at any time and would need a plan for doing so. 	<input type="checkbox"/> If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s): <input type="checkbox"/> If feature is marked as 'Important' and section 3.5 above (dealing with retirement) has not been completed, what is the applicant's plan for paying off line of credit at the end of or during the term? <input type="checkbox"/> Repayment of loan prior to end of term. <input type="checkbox"/> Downsizing. <input type="checkbox"/> Sale of assets. <input type="checkbox"/> Savings. <input type="checkbox"/> Income from other investments. <input type="checkbox"/> Co-applicant's income. <input type="checkbox"/> Other. <div style="border: 1px solid black; height: 30px; width: 100%; margin-top: 5px;"></div>	Why is flexibility of drawdown and repayments important? <input type="checkbox"/> Assists with investment purchases and tax planning (based on financial or tax advice). <input type="checkbox"/> Anticipated variable cash flows. <input type="checkbox"/> Allows access to funds at any time. <input type="checkbox"/> Flexibility to manage repayments. <input type="checkbox"/> No need to apply for further lending in future. <input type="checkbox"/> Ongoing need for funds – planning to make a few purchases over a period of time. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 50px; width: 100%; margin-top: 5px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>
PRODUCT TYPE				
Offset Account	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Allows applicant(s) to link a savings account in their name to a loan account to reduce amount of interest payable under loan. Will only be of benefit where the applicant expects to have sufficient funds in the offset account so that the interest savings on the loan will exceed the additional costs related to the offset account. <p>Ensure each applicant understands each of the following risks:</p> <ul style="list-style-type: none"> Feature may not be available when the loan is on a fixed rate. May only be a partial interest rate offset. Fees may apply. <p>Explain any different risks applicable to specific lender products, including a higher interest rate on the loan.</p>	<input type="checkbox"/> If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s):	Where having an offset account is important, why is this? <input type="checkbox"/> Allows paying off loan sooner. <input type="checkbox"/> Allows access to funds. <input type="checkbox"/> For tax purposes (based on financial or tax advice). <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 50px; width: 100%; margin-top: 5px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>
Redraw	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Allows applicant(s) to access extra repayments that they made additional to their required minimum repayments. <p>Ensure each applicant understands each of the following risks:</p> <ul style="list-style-type: none"> Lender may charge fees for each redraw. Each redraw may be subject to the lender's discretion. 	<input type="checkbox"/> If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s):	Where having a redraw feature is important, why is this? <input type="checkbox"/> Flexibility to access prepaid funds if needed. <input type="checkbox"/> Other. Details for "Other": <div style="border: 1px solid black; height: 50px; width: 100%; margin-top: 5px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

4.2 Conflicts between loan features

4.2.1 Are there any conflicts between any of the loan features marked 'Important' in 4.1?

Yes No

4.2.2 Explain the conflicts to the applicant(s) and ask them to consider the priority of the loan features they identify as 'Important' so that the conflict can be resolved. Once this is done, set out those priorities and reasons for those priorities below.

4.3 Other

4.3.1 Lender Preference

Does the applicant have a preferred lender or lenders (e.g. one with branch access)?

Yes No

If Yes, specify the lender or lenders and the reason(s) for the preference.

4.3.2 Do the applicant(s) have any other requirements and objectives not already stated which may affect whether the loan, for which they propose to apply, is suitable, including whether there are any particular personal circumstances of the applicant(s) not documented in any previous responses in this interview guide that are relevant to the loan features that have been identified as 'Important'?

4.4 Acknowledgement by Applicant(s)

I / We (Applicant 1) (Applicant 2)
 (Applicant 3) (Applicant 4)

acknowledge that the information set out above accurately and fairly reflects the conversation I /we have had with the broker. I/We confirm that the broker has not provided me/us with tax or financial advice.

Signed (Applicant 1) (Applicant 2)
 (Applicant 3) (Applicant 4)

BROKER INTERVIEW GUIDE FOR REGULATED LENDING SECURED BY RESIDENTIAL PROPERTY

ACKNOWLEDGEMENT BY BROKER

I (Broker) acknowledge that I have asked all the above questions and notified the applicant(s) of the risks associated with their selected loan features, including the risks identified above. I confirm I have not provided the applicant(s) with tax or financial advice.

Signed (Broker)

[This section needs to be tailored to fit the specific processes used by the lender and broker. For example, if the whole process is undertaken on a tablet, laptop or similar device, this might be the tabulated answers displayed on a single page for each party to acknowledge (for example, by a stylus signing on the screen). Alternatively, it could involve printing out the tabulation page and having it signed in hard copy.]

4.5 Product Selection

Product selection needs to take place having regard to the outcome of the requirements and objectives' enquiries set out above. The broker must give a concise narrative summary of the applicant(s)'s requirements and objectives and why the particular type of loan product was chosen to meet those requirements and objectives. If Section 4.2.2 has been answered, you do not need to repeat that answer in your response to this question. In your answer to this question you should simply refer to that section and, to the extent it is required, add any further narrative that is necessary to answer this question.