

# Faster service With quality submissions

Quality loan submission is key to achieving faster unconditional approval at first touch.

At Connective Home Loans Essentials, we strive to provide you and your customers with simple, quality home loans and great service.

## By following our Submission Quality Standards, you'll be able to:

- Increase the likelihood of an Unconditional Approval at first decision
- Provide certainty to your customers by receiving a faster decision from first submission
- Have mortgage documents issued within 1 business day from Unconditional with the ability to electronically sign<sup>^</sup> to settle faster
- Reduce re-work and delays. No need to re-submit missing documents
- Deliver a great customer experience, increase customer loyalty and referrals

## Submission Quality Standards

- Submission Checklist completed on Loan Application form**
- Loan Application Form including Broker Declaration and Privacy Notice and Consent** – Fully completed, signed\* and dated by broker and each applicant
- 100 Point Identification Check** – Fully completed, signed\* and dated by broker. If customer has performed the ID check via Australia Post or zipID or IDme, ensure you have noted this in submission notes
- Copies of Identity Documents used to perform customer identity checks** – Must be clear and legible. Confirmation of current residential address or date of birth on one of the documents required
- Broker Interview Guide for NCCP regulated loans** – Fully completed, signed\* and dated by broker and each applicant

- Serviceability Calculator and Living Expense Worksheet (including commentary) in PDF format** – Fully completed, showing servicing is evident. Fully completed Living Expense Worksheet Including supporting commentary where needed to support the figure entered in the expense category, where \$0 is recorded in expense category and where Living Expenses is less than Household Expenditure Measurement (HEM)
- Income Verification Documents** – that meet income verification requirements used for serviceability, guarantors and companies. Documents must meet verification requirements outlined in submission checklist
- Upfront Valuation** – pre-ordered and a valuation report included with credit submission (except for pre-approvals and construction loans if there is no contract to build inclusive of a progress payment schedule). Note: an AVM valuation is not acceptable for applications involving LMI
- Refinance Documents** – for incoming refinances only. Documents must meet verification requirements outlined in submission checklist
- Contract of Sale Document** – for purchases only. Must meet verification requirements outlined in submission checklist. Not required for pre-approvals or refinances
- Fixed Rate Authority Form** – for fixed rate loan requests only. Fully completed, Signed\* and dated by each applicant
- Submission notes** detailing proposed loan purpose, customer's objectives and other important aspects of the application, including exit strategy documented if client is over 70+ years old at the time of loan maturity
- Upload supporting documents in your lodgement system**  
If using ApplyOnline to submit supporting documents, please note that this is a two-step process. You can only submit your supporting document once you've submitted your application.

\* NOTE: "Cutting and pasting" of signatures will not be accepted. Please ensure the signature is conducted via pen to paper.

For more information, please contact your Connective Home Loans Essentials BDM or visit [connective.com.au/essentials](https://connective.com.au/essentials)

Information current as at 22 March 2019, and subject to change.

<sup>^</sup>Digital signatures for mortgage documents will only be accepted for Victoria and South Australia properties.

Connective Home Loans Essentials™ is funded by the Advantedge Residential Loan Program. AFSH Nominees Pty Ltd (AFSH) ACN 143 937 437 Australian Credit Licence 391192 is the program lender and Advantedge Financial Services Pty Ltd (Advantedge) ACN 130 012 930 Australian Credit Licence 391202 is the program loan servicer. The program is funded under arrangements with National Australia Bank Limited (NAB). Each of AFSH and Advantedge are members of the NAB Group. NAB does not guarantee the obligations of its subsidiaries. Connective Home Loans Essentials™ is distributed by Connective Credit Services Pty Ltd ACN 143 651 496 Australian Credit Licence 389328. A141690-0319