

## Borrower interview guide

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.

Please print in CAPITAL LETTERS and place a cross  in any applicable boxes.

### Requirements and objectives

#### 1. Applicant declared purpose

1.1 Cross the applicable box to confirm the loan purpose type:  Owner occupier  Residential investment

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.

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:	\$
<b>Total amount of credit sought</b>	<b>\$</b>

1.3 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 loan purpose declared in 1.2 includes refinance, debt consolidation and/or purchase a motor vehicle, boat, trailer etc, the following declarations would need to be made by the originator and acknowledged by the applicant(s):

- I have discussed that the goods being financed/refinanced may not hold their value for as long as the remaining term of the loan and so the applicant(s) may be paying for those goods beyond their useful lifespan and value. Additionally, I have discussed that the applicant(s) may not be in a position to finance the replacement of those goods if the term exceeds the lifespan of the original goods.
- I have discussed with the applicant(s) that they may end up paying more interest compared to taking the loan over a shorter term more in line with the useful life of the goods.
- I have discussed with the applicant the option of a separate loan with a shorter term for the part of the loan required for the purpose of the goods.

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

Where debt consolidation has been selected in 1.2, please complete 1.3, 1.4 and 2. Otherwise, continue to 3.

## 1. Applicant declared purpose (continued)

If debt consolidation was selected in 1.2, will existing credit card limits be reduced or cancelled?

Yes  No

If Yes, please give details below:

**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 and 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 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 proposed 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:

### 3. Possible adverse changes to financial situation

**3.1 Do 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 (eg 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		\$
<input type="checkbox"/> Medical treatment/illness		\$
<input type="checkbox"/> Other (please give details below)		\$

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

Select one or more of the relevant options and give details of those options in the table below.

Details	
<input type="checkbox"/> Additional income source	
<input type="checkbox"/> Reduce expenditure	
<input type="checkbox"/> Sale of assets	
<input type="checkbox"/> Savings and/or Superannuation (please give details if not already captured in financials)	
<input type="checkbox"/> Co-applicant's income (please give details if not already captured in financials)	
<input type="checkbox"/> Other (please give details)	

### 3. Possible adverse changes to financial situation (continued)

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

Applicant 1  Applicant 2

If either applicant(s) plan(s) to retire during the proposed loan term or the rules of the lender require a deemed retirement age which will occur during the proposed loan term, continue to 3.5 (using whichever is the lower of the planned or deemed retirement age). Otherwise, continue to section 4.

#### 3.5 How would the applicant(s) propose to repay the loan during retirement?

Select one or more of the relevant options and give details of those options in the table below.

Details	
<input type="checkbox"/> Repayment of loan prior to retirement	
<input type="checkbox"/> Downsizing home	
<input type="checkbox"/> Sale of assets	
<input type="checkbox"/> Recurring income from superannuation	
<input type="checkbox"/> Superannuation lump sum following retirement	
<input type="checkbox"/> Savings	
<input type="checkbox"/> Income from other investments	
<input type="checkbox"/> Co-applicant's income	
<input type="checkbox"/> Other (please give details)	

## 4. Loan features

### 4.1 Loan features selection

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

- Loan purpose (Section 1);
- Refinance (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 originator'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) expressly 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 originator 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 originator should ensure the applicant(s) consider the particular benefit(s) of the feature that is/are important to them (eg 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 crossing the relevant box alongside that risk.

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

## 4. Loan features (continued)

### Rate type

#### Variable rate

 Important

 Not important

 Don't want

Interest charged and repayments will change to reflect interest rate movements.

#### Ensure each applicant understands the following risk:

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

 If feature is marked 'Important', confirm that each of the risks listed in 'Features' have been explained to the applicant(s).

#### Reason

Where variable rate is important, why is this?

- To take advantage of potential future decreases in the interest rate.
- Flexibility with respect to repayment, redraw and/or early repayment of loan.
- Other.

Details for 'Other':

#### Fixed and variable rate

 Important

 Not important

 Don't want

- The applicant(s) may want a loan split into fixed and variable portions.

#### Fixed rate portion

- Rate is fixed for a specified term giving certainty of interest and repayments for the fixed rate portion.

#### Variable rate portion

- Interest charged and repayments will change to reflect interest rate movements for the variable rate portion.

#### Ensure each applicant understands each of the following risks associated with fixed and variable splits of the loan:

- 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):
  - Repay loan in full,
  - Switch to another product or loan type,
  - Make additional repayments over and above any prescribed limit,
  - Sell the property, or
  - Seek further funds.

 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:

- 6 months
- 12 months
- 18 months
- 2 years
- 2 years plus

#### Reason

Where fixed and variable rate is important, why is this?

- Limiting risk of increasing variable interest rate to obtain some benefit from potential future decreases in the interest rate.
- Retaining a degree of flexibility in relation to increased repayments, redraws and/or early repayment of part of the loan.
- Make budgeting easier than if the entire loan were variable.
- Other.

Details for 'Other':

#### 4. Loan features (continued)

##### Repayment type

###### Principal and interest

Important

Not important

Don't want

- Repayments cover loan principal and interest so that the loan is repaid in full by the end of the loan term.
- Applicant(s) could pay less interest over the life of the loan when compared to a loan which features a period of interest only repayments.
- Interest rates on principal and interest repayments are generally lower than interest only.

If feature is marked important, indicate preferred repayment frequency.

weekly

fortnightly

monthly

###### Reason

Where principal and interest is important, why is this?

Minimise interest paid over life of loan.

Higher lending limit.

Lower deposit required.

Build up equity from the start.

Other.

Details for 'Other':

#### 4. Loan features (continued)

##### Repayment type

##### Interest only

Important       Not important       Don't want

- Allows smaller payments during the interest only period enabling:
  - Higher cash on hand for other purposes.
  - Flexibility to manage cash flow.
  - Smaller initial payments on investment home loans may serve a tax purpose. Has the applicant(s) sought tax advice?

**Ensure each applicant understands each of the following risks:**

- 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.

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 interest only period:**

- up to 1 year
- 1 to 3 years
- 3 to 5 years
- 5 years plus

**AND**

**indicate preferred payment frequency:**

- weekly
- fortnightly
- monthly

##### Reason

1. Where interest only is important, why is this?

- Accommodate temporary reduction in income (eg parental leave, changing circumstances).
- Accommodate anticipated non-recurring expense item (eg education, renovation/construction, furniture).
- Variable and unpredictable income.
- Recommendation provided by an independent financial adviser/accountant.
- Taxation or accounting reasons (no tax advice is being given), including:
  - Release funds for investment purposes (eg shares, investment property, super contributions).
  - Priority is paying off non-deductable debts (this loan is for investment purposes); and
  - Plan to convert to an investment property in future.
- Other.

Details for 'Other':

2. Provide further details to expand on the reason(s) for selecting interest only and advise why the interest only period meets the applicant's requirements and objectives.



#### 4. Loan features (continued)

Line of credit	<input type="checkbox"/> Important	<input type="checkbox"/> Not important	<input type="checkbox"/> Don't want
<p>– 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> <p><b>Ensure each applicant understands each of the following risks:</b></p> <p>– Higher interest rates may apply to a line of credit when compared to a principal and interest loan.</p> <p>– Not paying off principal may result in more interest being paid over the loan term.</p> <p>– Usually no formal repayment structure, exists for the facility and so financial discipline is required to repay the loan.</p> <p>– 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.</p>	<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).</p> <p><b>If feature is marked as 'Important' and section 3.4 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?</b></p> <p><input type="checkbox"/> Repayment of loan prior to end of term.</p> <p><input type="checkbox"/> Downsizing.</p> <p><input type="checkbox"/> Sale of assets.</p> <p><input type="checkbox"/> Savings.</p> <p><input type="checkbox"/> Income from other investments.</p> <p><input type="checkbox"/> Co-applicant's income.</p> <p><input type="checkbox"/> Other.</p> <p>Details for 'Other':</p> <div style="border: 1px solid black; height: 50px; width: 100%;"></div>		
<b>Reason</b>			
<p>Why is flexibility of drawdown and repayments important?</p> <p><input type="checkbox"/> Assists with investment purchases and tax planning (no tax advice is being given).</p> <p><input type="checkbox"/> Anticipated variable cash flows.</p> <p><input type="checkbox"/> Allows access to funds at any time.</p> <p><input type="checkbox"/> Flexibility to manage repayments.</p> <p><input type="checkbox"/> No need to apply for further lending in future.</p> <p><input type="checkbox"/> Ongoing need for funds – planning to make a few purchases over a period of time.</p> <p><input type="checkbox"/> Other.</p> <p>Details for 'Other':</p> <div style="border: 1px solid black; height: 50px; width: 100%;"></div>			

## 4. Loan features (continued)

### Product type

#### Offset account

Important       Not important       Don't want

- 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.

#### Ensure each applicant understands each of the following risks:

- Feature may not be available while the loan is on a fixed rate.
- May only be a partial interest rate offset.
- Fees may apply.
- Explain any different risks applicable to specific lender products, including a higher interest rate on the loan or partial interest offset only.

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?

- Allows paying off loan sooner.
- Allows access to funds.
- For tax purposes (no tax advice is being given).
- Other.

Details for 'Other':

#### Redraw

Important       Not important       Don't want

- Allows applicant(s) to access extra repayments that they made over and above the required minimum repayments.

#### Ensure each applicant understands each of the following risks:

- Lender may charge fees for each redraw.
- Each redraw may be subject to the lender's discretion.

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?

- Flexibility to access prepaid funds if needed.
- Other.

Details for 'Other':

### 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

If Yes:

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 priorities and reasons for those priorities below.

## 4. Loan features (continued)

### 4.3 Other

4.3.1 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	<input type="text" value="Applicant 1"/>	<input type="text" value="Applicant 2"/>
acknowledge that the information set out above accurately and fairly reflects the conversation I/we have had with the originator.		
Signed	<input checked="" type="checkbox"/> Applicant 1	<input checked="" type="checkbox"/> Applicant 2
Date	<input type="text" value="DDMMYYYY"/>	<input type="text" value="DDMMYYYY"/>

### Acknowledgement by originator

I  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.

Signed  Originator

### 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 originator must give a concise narrative summary of the applicant's requirements and objectives and why the particular type of loan product was chosen to meet those requirements and objectives.