

# eSignature Originator ApplyOnline User Guide For Originators & BDMs

eSign Loan Application Customer View  
Version 1.0

# The Customer eSign Loan Application Experience



# Step 1: SMS & Email Received

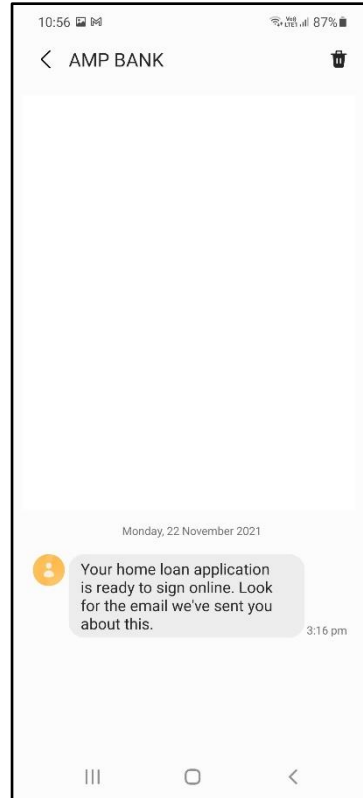
The customer will receive an SMS from AMP Bank. The message reads:

**“Your home loan application is ready to sign online. Look for the email we’ve sent you about this.”**

Email received in the customers inbox.

**Note:** If the customer cannot view the email ensure to check their **Junk Email**

Once the email is opened, the customer will need to click:  
**Sign your application.**



It's time to sign your home loan application easily and safely online

Dear Denise,

Thanks for choosing AMP Bank.

We've partnered with First Mortgage Services (FMS) to make signing your home loan application quicker and easier through the **FMS loan document portal**.

Just click on the link below and you'll be able to access your loan application and sign it online! It's a safe and secure site so you don't need to worry.

Once you've done this, your broker will send us your application so we can review it.

[Sign your application](#)

You've received this email because you've agreed to electronic communications which includes receiving and signing your loan documents online. If you don't want to do it this way, that's ok. Just advise your broker or AMP Bank Direct relationship manager that **I don't want to sign electronically**.

**We're here to help**

If you have any questions about your home loan application, please contact your broker or AMP Bank Direct relationship manager.

Regards  
AMP Bank

## Step 2: Read and Accept or Decline eSignature

The customer clicks either:

- **ACCEPT** to progress to eSigning the application or,
- **I don't want to sign electronically** to complete the 'wet signature' application



AUTHENTICATE AND CONSENT

REVIEW AND SIGN

SUBMIT AND REVIEW

1

2

3

BEFORE PROCEEDING TO THE LOAN DOCUMENT PORTAL, PLEASE READ AND ACCEPT THE FOLLOWING:

By clicking on "Accept", you

- ✓ Agree to sign your home loan application which will be sent to AMP Bank.
- ✓ You can withdraw your consent at any time within the portal.

I don't want to sign electronically

ACCEPT

# Step 3: Consent



AUTHENTICATE AND CONSENT

REVIEW AND SIGN

SUBMIT AND REVIEW

1

2

3

You are listed as a **required signee for the application** below. All signees are required to accept and sign the documents before your loan can be submitted. You can securely sign the documents electronically within the AMP Bank eSign portal.

APPLICATION NUMBER 148329  
PLEASE SIGN BY 18/4/2022

Scroll down the screen to the section:  
**TO GET STARTED, CONSENT AND  
REQUEST SMS AUTHENTICATION CODE**  
Click **REQUEST SMS AUTHENTICATION  
CODE** below.

## How signing electronically works

1

### AUTHENTICATE VIA SMS CODE

Each signee will receive their own link to eSign via an email request to their unique email address request an SMS authentication code. This will be sent to their unique mobile number.

2

### VIEW AND SIGN YOUR APPLICATION

Once authenticated, you'll be able to securely view, download and sign your documents electronically.

3

### SUBMIT APPLICATION

Once all applicants have signed, the application will be sent to AMP Bank.

4

### COMPLETED APPLICATIONS

You'll be able to check application submission progress on the portal. The final, executed application will be available for download.

TO GET STARTED, CONSENT AND REQUEST SMS AUTHENTICATION CODE

By clicking 'Request SMS authentication code', you:

- Agree to view and sign your Home Loan Application electronically.
- Acknowledge that you can withdraw your consent prior to signing your Home Loan Application electronically.

**We'll send an SMS authentication code to 0XXX XXX 910.**

If this number isn't correct, please contact your broker or AMP Bank direct home loan specialist directly.



**REQUEST SMS AUTHENTICATION CODE**

# Step 4: Authenticate

1. Click the **AUTHENTICATE** button.
2. An SMS will be sent to the customer's mobile phone
3. Type the SMS code into the screen below and click the **AUTHENTICATE** button.

TO GET STARTED, CONSENT AND REQUEST SMS AUTHENTICATION CODE

By clicking 'Request SMS authentication code', you:

- Agree to view and sign your Home Loan Application electronically.
- Acknowledge that you can withdraw your consent prior to signing your Home Loan Application electronically.

**We'll send an SMS authentication code to 0XXX XXX 910.**

If this number isn't correct, please contact your broker or AMP Bank direct home loan specialist directly.

**ENTER SMS CODE AND CLICK ON THE AUTHENTICATION BUTTON**

986538



**AUTHENTICATE**

An SMS verification code was sent.  
It may take up to 1 minute to arrive. Please note this code will only be valid for 15 minutes.

Did not receive the code?

1

3

11:41 82%

< AMP BANK

2

Monday, 22 November 2021

Your home loan application is ready to sign online. Look for the email we've sent you about this.

3:16 pm

Monday, 29 November 2021

Your verification code to access and sign your AMP Bank home loan application is **986538**. If you need help using the portal, please call FMS on [1300 360 757](tel:1300360757).

11:35 am

# Step 5: Review and sign - View

To view the application, click the View button and the documents will display.



[Logout](#)

Signer # 148329

Hello Humphrey Bear,

Welcome to the AMP Bank eSign portal. Once all documents have been signed, please click on the SUBMIT APPLICATION button at the bottom of the screen.

AUTHENTICATE AND CONSENT

REVIEW AND SIGN

SUBMIT AND REVIEW



2

3

[VIEW WHO HAS SIGNED](#)

## FOR SIGNING

Please carefully review all documents prior to signing. If you have any questions about the contents of your loan application, please contact your broker or AMP Bank direct home loan specialist directly.

AMP Bank Home Loan Application Form - Part B and C 1

Unsigned

[View](#)

[Sign now](#)

Needs and Objectives Interview Guide 2

Unsigned

[View](#)

[Sign now](#)

# Step 5: Review and sign – Download & Print



The application document displays.

The customer can either:

- Download the document
- Print the document

To return to the application, the click RETURN HOME

[RETURN HOME](#) [DOWNLOAD](#) [PRINT](#)

Please ensure you read and fully understand the below document

**AMP Bank**

## AMP Bank Home Loan application form - Part B and C

Application Number

A reference in this document to Application is a reference to the electronic application completed by a loan originator on your instruction. Please print in CAPITAL LETTERS and place a cross  in any applicable boxes. 26455 11/17

### Part B: Privacy Declaration and other information

#### 8. Further Details

Please complete all applicable sections below and any additional forms, as indicated. If this information is not provided we may not be able to process your application.

##### 8.1 Applicant names (only complete if Part A has not been completed. If Part A completed, proceed to section 8.3)

This additional information is required under the Anti-Money Laundering and Counter-Terrorism Act 2006. Please complete all applicable sections below and any additional forms, as indicated. If this information is not provided we may not be able to process your application.

Applicant 1		Applicant 2	
First Name <input type="text" value="Humphrey"/>	Middle name(s) <input type="text" value="Bernard"/>	First Name <input type="text" value="Shirley"/>	Middle name(s) <input type="text" value="B"/>
Surname <input type="text" value="Bear"/>		Surname <input type="text" value="Bear"/>	

##### 8.2 Additional personal information required (all applicants to complete)



# Step 5: Review and sign - Sign

Click **Sign now** to submit the application.



Logout

Signer # 148329

Hello Humphrey Bear,

Welcome to the AMP Bank eSign portal. Once all documents have been signed, please click on the SUBMIT APPLICATION button at the bottom of the screen.



## FOR SIGNING

Please carefully review all documents prior to signing. If you have any questions about the contents of your loan application, please contact your broker or AMP Bank direct home loan specialist directly.

AMP Bank Home Loan Application Form - Part B and C 1

Unsigned

View

Sign now

Needs and Objectives Interview Guide 2

Unsigned

View

Sign now

**Your documents require action.**

Documents must be actioned before sending.



SUBMIT APPLICATION

# Step 5: Review and sign - Confirm

eSign secure online document verification

[Return Home](#)



AMP Bank Home Loan Application Form - Part B and C 1 - Page 8



Click **Confirm** to complete the signing of the application.

## 13.1 Signature of Applicants

By signing this application and instructing that it be submitted to AMP Bank:

- I make the declarations and give the consents contained in this application; and
- I acknowledge that I've read the Privacy Disclosure Statement and Credit Reporting Policy and consent to it; and
- I consent to AMP Bank electronically verifying my identity; and
- I consent to statements, notices and other documents being sent jointly to the address above (where completed); and
- the information I've provided in this application and in connection to this application is materially true and correct; and
- I do not anticipate any material adverse change to my financial situation in the foreseeable future.

**IMPORTANT: AMP BANK WILL DISCLOSE YOUR CREDIT INFORMATION TO A CREDIT REPORTING BODY, WHICH WILL END UP ON YOUR CREDIT FILE. THIS MEANS YOUR LOAN APPLICATION INQUIRY, LOAN AMOUNT, REPAYMENTS, OVERDUE AMOUNTS, DEFAULTS AND OTHER INFORMATION ABOUT YOUR CREDIT CONTRACT. SEE OUR CREDIT REPORTING POLICY FOR MORE INFORMATION.**

Signature of Applicant 1

Date

Signature of Applicant 2

Date

Sign Here



Click to Sign here

Date will be added on signing

The signature(s) will be retained by AMP Bank as your specimen signature(s).

## CONFIRM SIGNATURE

Click CONFIRM to sign the document or CANCEL to exit signing the document.

CANCEL

CONFIRM

## Step 5: Review and sign – Confirm (Optional Signature)

In section 14. of the Home Loan Application form where the Signature is optional (Business Purposes), the screen text displays “Optional” in the signature box.

Within the CONFIRMATION dialogue box, the text is highlighted in blue to indicate Optional Signature.

**14. DECLARATION OF PURPOSES FOR WHICH CREDIT PROVIDED**

I/We declare that the credit to be provided to me/us by the credit provider is to be applied wholly or predominantly for:

- business purposes, or
- investment purposes other than investment in residential property.

**IMPORTANT**

You should **only** sign this declaration if this loan is wholly or predominantly for:

- business purposes, or
- investment purposes other than investment in residential property.

By signing this declaration you may lose your protection under the National Credit Code.

Signature of Applicant 1	Date
<input type="text" value="X"/> <input type="text" value="click to Sign here (Optional)"/>	Date will be added on signing

**WHERE TO SEND THIS FORM**

Send this completed form to:

**CONFIRMATION**

Please click **CONFIRM** to confirm and finalise all signatures to this document or click **CANCEL** to further review and / or complete additional signatures before submission.

# Step 5: Review and sign – Time & Date Stamp

The screen displays the eSigned document with time and date stamp.

Click **Return Home**, to submit the Application.

eSign secure online document verification

[Return Home](#)

B and C 1 - Page 8

Any of you can cancel this consent by advising us in writing.

## 13.1 Signature of Applicants

By signing this application and instructing that it be submitted to AMP Bank:

- I make the declarations and give the consents contained in this application; and
- I acknowledge that I've read the Privacy Disclosure Statement and Credit Reporting Policy and consent to it; and
- I consent to AMP Bank electronically verifying my identity; and
- I consent to statements, notices and other documents being sent jointly to the address above (where completed); and
- the information I've provided in this application and in connection to this application is materially true and correct; and
- I do not anticipate any material adverse change to my financial situation in the foreseeable future.

**IMPORTANT: AMP BANK WILL DISCLOSE YOUR CREDIT INFORMATION TO A CREDIT REPORTING BODY, WHICH WILL END UP ON YOUR CREDIT FILE. THIS MEANS YOUR LOAN APPLICATION INQUIRY, LOAN AMOUNT, REPAYMENTS, OVERDUE AMOUNTS, DEFAULTS AND OTHER INFORMATION ABOUT YOUR CREDIT CONTRACT. SEE OUR CREDIT REPORTING POLICY FOR MORE INFORMATION.**

Signature of Applicant 1

Date

Signature of Applicant 2

Date

X E-SIGNED by Humphrey Bear  
on 2022-01-18 20:55:41 AEDT

2022-01-18 20:55:41 AEDT

X

The signature(s) will be retained by AMP Bank as your specimen signature(s).

# Step 6: Submit Application

Once all documents have been signed, click **Submit Application**.



Logout

Signer # 148329

Hello Humphrey Bear,

Welcome to the AMP Bank eSign portal. Once all documents have been signed, please click on the SUBMIT APPLICATION button at the bottom of the screen.



## FOR SIGNING

Please carefully review all documents prior to signing. If you have any questions about the contents of your loan application, please contact your broker or AMP Bank direct home loan specialist directly.

AMP Bank Home Loan Application Form - Part B and C 1

Signed

View

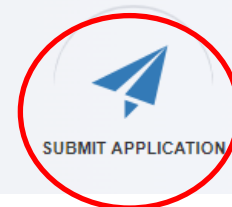
Needs and Objectives Interview Guide 2

Signed

View

**Your documents are ready!**

Your application is signed and ready to go. Please click SUBMIT APPLICATION button. Your application will then be sent to AMP Bank.



# Step 6: Submit Application - Complete

The signed and submitted Home Loan application form is now complete.

**Note:** If this is a joint application is awaiting another eSignature, this will display in the Remaining Signatures section in the bottom right hand corner.



Logout



WELL DONE, YOU'VE SUCCESSFULLY SIGNED AND SUBMITTED YOUR HOME LOAN APPLICATION

Thank you for signing your documents, Denise Wright

## NEXT STEPS

## REMAINING SIGNATURES

 Once all applicants have signed the application, it will be sent to AMP Bank.  **Denise Wright** Completed



If you'd like a copy of the signed application, please download, and save it from within the portal as we won't send you a copy of it. Once all applicants have completed the eSigning process, we'll send you an email with a link to download and save your application.

## NEED HELP?



If you have any questions about your home loan application, please contact your broker or AMP Bank direct home loan specialist.

[RETURN TO LOAN DOCUMENTS PORTAL](#)

[EXIT LOAN DOCUMENTS PORTAL](#)

AMP  bank