



Customer Needs Review

To ensure we make the correct financial product recommendations we must have reasonable grounds for making those recommendations. This means that we must make reasonable inquiries about your financial situation, requirements and objectives, take reasonable steps to verify your financial situation and take reasonable steps prescribed by the regulation to verify all matters relating to this application to ensure the credit contract is not unsuitable for you. We accept no liability for any recommendation given on the basis of inaccurate or incomplete information.

Part A – General Details

Face to face interview [] Phone interview [] Internet face to face Interview []

*What would you like us to help you with?

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Customer details – Tell me a little bit about yourself

Required fields are marked with an astrix*

First customer

First Name		Family Name	
Preferred Title		Date of Birth	
Phone (Home or Work)		Mobile	
Email		Marital Status	
No. of Children		Ages of Children	
Occupation		Full Time/Part Time/Casual	
Years at Current Job			

Second customer

First Name		Family Name	
Preferred Title		Date of Birth	
Phone (Home or Work)		Mobile	
Email		Marital Status	
No. of Children		Ages of Children	
Occupation		Full Time/Part Time/Casual	
Years at Current Job			

Borrowing Requirements*

How much are you wishing to borrow?		Term of Loan	
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Income*	First customer	Second customer
PAYG – Annual Income	\$	\$
Self Employed Income Last Financial Year before Tax p.a.	\$	\$
Self Employed Income Previous Financial Year before Tax p.a.	\$	\$
Other income (Rentals etc.)	\$	\$
Total Income	\$	\$

Expenses – per month*			
	Limit	Balance	Minimum Repayment
Current Loans	\$	\$	\$
Credit Cards	\$	\$	\$

Other (Variable expenses)* Expenses over and above any normal HPI expense assessment and where a fixed or variable contract is in place.

	\$ Per Month <i>(include in serviceability calculator – ‘other’ commitments)</i>
Expenses as per spreadsheet	\$

Retain copy of expenses calculation on customer's file

Are there other issues that may affect this credit / is your credit rating in order?* Yes [] No []

COMPLETE SERVICABILITY CALCULATION* Times cover []
Non ELP Applications - Retain copy of serviceability calculation on customer's file
 Based on our discussion, can SAMLOANS assist you? Yes [] *next steps*;
 Appointment Set []

DateTime.....

'Preparing for your loan appointment' provided to customer []

Complete Part B []

OR No [] *has referral opportunity been explored?* Yes [] No [] If no, what further action can the customer take?

Part B – Your Loan Needs

Before proceeding with the loan interview, provide the Credit Guide to the customer (from Jan 2011).

About the Loan (Purpose) and Property*

Property Purchase		Refinance/Debt Consolidation - Existing loan facilities/Borrowings	Mark X if Yes
Property value	\$	Owner Occupied Home	[]
Plus legal or other costs	\$	Residential Property Investment Loan	[]
Less your contribution	\$	Investment other than Residential Property	[]
Loan amount required	\$	Credit Card/Personal Loan	[]
LVR		Business	[]
		Equity Release	[]
		Variation (e.g. Increase/Conversion/Rate)	[]

Are you consolidating credit cards/personal loans into the new loan or is the purpose for the loan an asset other than residential real estate e.g. car Yes [] No []

If yes - Explain higher repayments in short term vs. lower repayments over long term - Comments

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When are you planning to retire?	Comments	
How are you planning to pay off this loan once you retire?	Comments	
What's important to you in your loan?	Mark [] if Yes	Comment/Further information
Pay off your home loan quickly (payments)?* <input type="checkbox"/> with your savings? <input type="checkbox"/> with additional repayments? <input type="checkbox"/> by merging your accounts into one and minimising your outstanding balance?	[]	
Certainty of repayments (fixed rate)?* (fixed rate lock-in fee)?	[]	
Access to additional repayments should you require them (redraw)?* By debit card [] or cheque book []	[]	
Option to increase your loan should you wish to make renovations, etc?*	[]	
Minimise your repayments by paying interest only?*	[]	
If no, required principal & interest repayment		



frequency Weekly [] fortnightly [] monthly []		
Line of Credit so you have access to a line of credit and make repayments based on the amount you draw down?*	[]	

The most important factor (to you) in selecting a home loan is*

<i>Provide details/supporting comments</i>			
Low interest rate []	Service Available []	Pay off quickly []	Offset []
Additional payments []	Top-up []	Interest Only []	Redraw []
Portability []	Fixed payment []	Others please indicate:	

Reasonable steps have been taken to verify customer's financial information* []

Refinancing existing loan*

Yes [] No [] If no, go to next section.

Complete Refinance Calculation

Retain copy of refinance calculation on customers file

Is there a dollar benefit or cost for you to move to SAMLOANS?

Save [] Cost [] amount \$_____ per _____(month/year/term).

If there is a cost, reason why the customer(s) still wants to proceed with SAMLoans?

<i>Provide details/supporting comments</i>
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Part C – Preliminary Assessment

(Product recommendation and serviceability)

Before recommending a product that is not unsuitable, please complete a final serviceability calculation.



Based on what you have told me about your requirements and objectives, and the reasonable steps I have taken to verify your financial situation, I recommend the following loan product(s):*

Provide details/supporting comments Type the banks you suggested
Bank:
Bank products:

The above loan product suggested based on your loan needs and your information provided in Part B. Any misleading information provided by you might cause unsuitable loan suggested.

As discussed, you choose:

Compliance Checklist

Has the customer accepted your recommendation?* Yes [] No [] If no why?

Further comments

The information recorded in this document was provided during a discussion held on

..... By (Licensee/Authorised Credit Representative):

Signed by (Licensee/Authorised Credit Representative):

Client 1 Signature _____ Date: _____

Client 2 Signature _____ Date: _____

Note:
The product recommendation must be suitable (not unsuitable) and be based on the customer’s financial situation, requirements and objectives. Products that are not suitable cannot be recommended.