

## Enabling smoother applications: changes to our application form and system

To make our application process easier for both you and our customers, we've made several improvements to our online application and to the details that automatically populate into our Supporting Document Kit.

These changes will enable us to process your applications more smoothly and will be effective from **25 June 2012**:

- 1) Ability to nominate your customer's preferred credit limit under the ANZ Breakfree package (minimum limit remains \$6,000)
- 2) Ability to capture offset instructions for your customer in the application form
- 3) The applicant / guarantor declaration includes an email consent
- 4) **Cover page:**
  - a. Ability for the system to automatically identify the following application types on the cover page based on your inputs: LMI, New Resident, Non Resident and ANZ Staff
  - b. Ability for you to manually advise on the cover page if an application has a linked commercial application
- 5) The refinance question, required under Responsible Lending, has been re-worded to be clear that it relates to Other Financial Institution (OFI) refinances
- 6) Rental income has been noted at 80% on the Statement of Financial Position (changed from 75%)
- 7) You are only required to witness the application once at the end of the application
- 8) Applicant/Guarantor signature panels will populate on the Supporting Document Kit (SDK) depending on the number of Applicants/Guarantors added to the application
- 9) ANZ Portfolio product has been removed from the product selection
- 10) Loan Document checklist amended to remove references to ANZ Portfolio product and align requirements with current ANZ credit and process requirements

For more detail, please refer to the table below:

What's changed?	What you need to do	Changes to ANZ application system	Changes to Supporting Document Kit (SDK)
<b>1. ANZ Breakfree package preferred credit limit</b>	Ask customers for their preferred Breakfree credit card limit when they are: <ul style="list-style-type: none"> <li>• Applying for a new credit card as part of the ANZ Breakfree Package</li> </ul>	A new field has been added to the system to allow you to enter the customer requested limit (min. remains \$6K)	The selection for both a New or Existing Breakfree customer and the credit card option that applies will automatically populate into the Breakfree form.

	<ul style="list-style-type: none"> <li>Transferring their existing credit card to an ANZ Platinum credit card</li> </ul> <p>Please advise customers that the minimum credit limit for an ANZ Platinum product remains at \$6,000</p>	<p>New dropdown options have been added to the Breakfree section for:</p> <ul style="list-style-type: none"> <li><b>Option 1</b> - New customer</li> <li><b>Option 2</b> - Existing Customer – no change</li> <li><b>Option 3</b> – Existing Customer – change to Platinum</li> </ul>	<p>The customer requested limit will appear on the Breakfree form within the SDK (either in the field available in option 1 or 3, whichever has been selected).</p> <p>To ensure that we assess the customer's capacity to repay, <b>you must</b> calculate the 3% expense for the requested limit and include this manually in the customer's Statement of Financial Position.</p>
<p><b>2. Ability for Offset instructions to be captured</b></p>	<p>Nominate whether the customer wishes to link a current ANZ One (Offset) account when completing an online application and provide the offset account number at the time of application (if known).</p> <p>Where offset details have been provided, ANZ will link the offset account to an ANZ loan within five days of drawdown to maximise the offset benefit received by the customer.</p> <p>If you have indicated that the customer wishes to link an offset account but have not provided an offset account number, ANZ may contact you for further instruction.</p>	<p>Two new Offset fields have been added to the online application to ensure that, where known, offset account details are captured</p>	<p>Two new Offset fields have been added to the online supporting documentation kit (SDK) and will be populated by the system where captured.</p>
<p><b>3. Applicant / Guarantor Declaration</b></p>	<p>Our Applicant / Guarantor Declaration now includes a consent from our customers for you to supply information and supporting documents on their behalf to ANZ via email</p> <p>And as we now treat all lending as regulated, we have removed the need for your customer to complete a Declaration of Purpose</p>	<p>No change – the Applicant Guarantor Declaration will continue to print out as part of the SDK</p>	<p>No change – the Applicant Guarantor Declaration will continue to print out as part of the SDK</p>
<p><b>4. Cover page will identify type of application</b></p>	<p>Based on inputs into the online application we are now able to identify various specialised types of lending applications on the coversheet</p> <p>This will enable us to identify and allocate various lending applications to assessors with the appropriate skill set</p>	<p>Check boxes have been added to the coversheet to indicate where an application:</p> <ul style="list-style-type: none"> <li>Involves LMI</li> <li>Is linked to a commercial application</li> <li>Is for a new resident</li> <li>Is for a non</li> </ul>	<p><b>eMos</b> – This information will be automatically populated on the cover page of the SDK. The only exception is the commercial linked application tick box which you will be required to complete manually</p> <p><b>Apply Online / eAPP</b> –</p>

		<ul style="list-style-type: none"> <li>resident</li> <li>Is for a staff member</li> </ul>	LMI and Staff will automatically populate on the cover page of the SDK and all others (commercial, non resident and new resident) must be manually completed.
<b>5. Refinance question clarified</b>	To meet Responsible Lending obligations you are required to ensure that a customer is aware of all costs associated with refinancing a loan	The refinance question has been re-worded so that it is clearer that it relates to Other Financial Institution (OFI) refinances and not those internal to ANZ	Responses for the refinance question will automatically populated in the SDK  The authorisation section has been removed from the SDK, and you are no longer required to sign it
<b>6. Rental income now 80%</b>	To align with current requirements, rental income has been noted at 80% on the Statement of Position (changed from 75%)	No change - the system continues to operate as it does today	The S/P generated from the system will now show 80%
<b>7. Witness the application</b>	The witness application section has been shifted and is now located on the Applicant / Guarantor Declaration form	No change	No change - still must be manually completed by you
<b>8. Applicant / Guarantor signature panels</b>	Applicant / Guarantor signature panels will populate on the SDK depending on the number of Applicants / Guarantors added to the application	No change	Applicant / Guarantor signature panels will populate on the SDK depending on the number of Applicants / Guarantors added to the application
<b>9. ANZ Portfolio product</b>	The ANZ Portfolio product is no longer available for sale	<b>eMos</b> – no change. Will be removed in the coming months  <b>Apply Online &amp; eApp</b> – Portfolio has been removed from the product selection in the Loan Products screen	All references to Portfolio have been removed (refer below more detail).

## 10. Changes to Loan Documentation Checklist

Section	Change
Rental Income Statements	Rental statements revealing stable payments over 3 months (changed from 6 months)
Loans in a company name	Business Entity Application form replaces Certificate of Incorporation for a company
Portfolio section	Section has been removed
PAYG Income	One payslip confirming at least 3 months YTD figures no more than 60 days old (changed from 5 weeks)
Refinance	Option to provide Copy of certificate of Title has been removed