

Loan Variation Form



U BANK

Loan ID:

ubank.com.au
13 30 80

Instructions to help you complete the form

1. Scan pages 1-19 of your completed (signed and dated) form and gather all documents needed (see our document checklist on page 20).
2. Email your form and supporting documents to loanvariations@ubank.com.au with the subject line "Variation Form for Loan ID: <insert your relevant loan ID/s>".

The Variations Team will be in touch within 1 business day to move your request forward.

Preferred contact time (Monday - Friday) : ☐ Mornings (9am - 12pm) ☐ Afternoons (1pm - 4pm)

Sections to complete

To determine which sections you need to complete, select the variation type you're requesting (tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Increase to loan amount (minimum increase \$20k) | <input type="checkbox"/> Complete sections 1-6, 8 |
| <input type="checkbox"/> Extend or convert to interest only repayments for all or part of your loan (with no loan increase) | <input type="checkbox"/> Complete sections 1-6, 8 |
| <input type="checkbox"/> Change loan's security property | <input type="checkbox"/> Complete section 7, 8 |

The following variations cannot be completed using this Loan Variation Form

1. Removing or adding a borrower – call UBank on 13 30 80
2. Changing all or part of your loan to fixed principal and interest with no change to the loan amount – complete the "Fixed rate conversion authority form" in the forms section on the UBank website.

01 Your loan requirements and objectives

What's important to you in a home loan?

For each of the product features below let us know if it's important to you (high priority), not important (not a high priority), or you don't want it.

Variable Rate¹

☐ Important to me/us ☐ Not important to me/us ☐ I/we don't want this feature

If you selected this feature as being important to you, tell us why (tick all options that apply):

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

Fixed Rate²

☐ Important to me/us ☐ Not important to me/us ☐ I/we don't want this feature

If you selected this feature as being important to you, tell us why (tick all options that apply):

- ☐ Certainty of repayments.
- ☐ Make budgeting easier.
- ☐ Other:

Fixed and Variable Rate³

☐ Important to me/us ☐ Not important to me/us ☐ I/we don't want this feature

If you selected this feature as being important to you, tell us why (tick all options that apply):

☐ Limiting risk of increasing variable interest rate to obtain some benefit from potential future decreases in the interest rate.

☐ Retaining some 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:

Principal and Interest Repayments⁴

☐ Important to me/us ☐ Not important to me/us ☐ I/we don't want this feature

If you selected this feature as being important to you, tell us why (tick all options that apply):

☐ Minimise interest paid over life of loan.

☐ Enable a higher lending limit.

☐ Build up more equity in your property.

☐ Other:

Interest Only Repayments⁵

☐ Important to me/us ☐ Not important to me/us ☐ I/we don't want this feature

If you selected this feature as being important to you, tell us why (tick all options that apply):

☐ Accommodate temporary reduction in income (e.g. parental leave, changing circumstances).

☐ Accommodate anticipated non-recurring large expense item (e.g. education, renovation/construction, furniture).

☐ Variable and unpredictable income.

☐ You've received taxation or accounting advice relating to the reasons below:

- Release funds for investment purposes (e.g. shares, investment property, superannuation contributions)
- Priority is paying off non-deductible debts (if the loan is for investment purposes)
- Plan to convert to an investment property in future

☐ Other:

Redraw⁶

☐ Important to me/us ☐ Not important to me/us ☐ I/we don't want this feature

If you selected this feature as being important to you, tell us why (tick all options that apply):

☐ Flexibility to access prepaid funds if needed.

☐ Other:

Below is important information you need to know about the product features you've selected.

1. Important information about variable rates

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

2. Important information about fixed rates

- a) By converting the loan to a fixed rate, full Lender's Early Payment Loss may apply when you make certain alterations to the fixed loan, before the end of the Fixed Rate Expiry Date. Examples of these alterations include, but are not limited to, when:
 - i. You refinance your loan, whether with UBank or another lender; or
 - ii. You make additional repayments exceeding \$20,000 in total, or your fixed rate facility is otherwise paid off in whole or in part; or
 - iii. At your request, the interest rate applicable to your loan is changed (i.e. from a fixed rate to a variable rate or another fixed rate) and/or your repayment type is changed (or you make another change to your loan which results in such changes occurring); or

- iv. A change is made to, or a transaction processed on, your fixed rate facility, at your request, which affects the amount of your repayments or the amount of the facility (e.g. a top up or redraw, if available); or
 - v. You are in default and the Lender demands repayment of the facility; or
 - vi. You repay the loan in full; or
 - vii. You sell the property; or
 - viii. You seek to increase the fixed loan facility
- b) Any additional payments or advanced funds are not available for redraw during the fixed interest period and therefore these funds will be retained in the loans until the fixed term expires.
 - c) Any additional payments or advance funds will not offset future direct debit repayments.
 - d) This request can be approved or rejected at the Lender's discretion.
 - e) Before fixing all or part of your loan you should also consider if you are intending to sell your property; make extra principal repayments; or change your lender during the fixed rate term. In addition to reading your loan contract, we strongly recommend that you obtain independent legal and financial advice about the benefits and risks of fixed rate borrowing.
 - f) Rate is fixed at a point in time and you will not benefit from subsequent market interest rate reductions during fixed rate period.
 - g) Rate may change between the time of approval and the time of drawdown if the rate lock period has expired.
 - h) Rate is fixed for a specified term giving certainty of interest and repayments for that term.

3. Important information about variable and fixed rates

Fixed rate portion – Refer also to above Paragraph 2 “Important information about fixed rates”

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

Variable rate portion – Refer also to above Paragraph 1 “Important information about variable rates”

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

The following risks are associated with fixed and variable splits of the loan:

- i. You won't obtain the full benefit of rate decreases and will still have some exposure to the risk of rate increases.
- ii. You'll generally not be able to change the ratio of the fixed and variable portions.
- iii. You'll be required to make separate repayments for each portion.
- iv. Fixed rate may change between the time of approval and the time of drawdown if the rate lock period has expired.
- v. Limited or no flexibility in relation to the fixed rate portion concerning making additional repayments and redraws during the fixed rate period.
- vi. Possibility of expensive break/economic costs in relation to the fixed rate portion if during the fixed rate period, you:
 - 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.

4. Important information about principal and interest repayments

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

5. Important information about interest only repayments

- a) Allows smaller payments during the interest only period enabling:
 - i. Higher cash on hand for other purposes contributions)
 - ii. Flexibility to manage cash flow
 - iii. Smaller initial payments on investment home loans may serve a tax purpose. You may need to seek tax advice.
- b) You could pay less interest over the life of the loan when compared to a loan which features a period of interest only repayments.
- c) The interest rate during an interest only term may be higher than the interest rate during the principal & interest term.
- d) Whilst you will have smaller loan repayments during the interest only period (as you are only paying interest), your repayments will be higher for the remainder of the term (so that you repay your loan in full by the end of the loan term) and you will generally pay more interest overall.
- e) Interest only payments will not reduce the loan principal
- f) If selecting fixed and interest only, the interest only and fixed terms must be the same.
- g) Maximum interest only period is 5 years for owner occupier and 10 years for investment loans.
- h) The amount of equity that is built-up in the property securing the loan will be less with an interest only loan.

6. Important information about redraw

- a) Allows you to access extra repayments you make over and above the required minimum repayments.
- b) The following risks are associated with redraw:
 - You have the right to request redraw of any available funds unless you request to cancel your redraw facility, however each redraw may be subject to the Lender's discretion.

At what age do you plan to retire?

Applicant 1

Applicant 2

If any applicant will be over 70 at the end of the loan term or will be retiring during the loan term, what's your plan to continue to make repayments beyond retirement (tick all that apply)?

- ☐ By using my savings
- ☐ By using my co-applicant's income
- ☐ By repaying the loan prior to retirement By the sale of my assets
- ☐ Retaining some flexibility in relation to increased repayments, redraws and/or early repayment of part of the loan
- ☐ By making a lump sum payment using my superannuation
- ☐ By downsizing my family home
- ☐ By using recurring income from my superannuation
- ☐ Other strategy – please provide details

Complete the following if there are foreseeable changes to your future financial position that could adversely impact your ability to repay the loan

Which applicant will the changes impact?

☐

Applicant 1

☐

Applicant 2

☐

Both

What's the change (tick all that apply and provide details of the impacts)?

	Period of impact	Monthly Financial Impact (\$)
<input type="checkbox"/> Extended unpaid leave (e.g. parental leave)	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Reduced income	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> End of contract / loss of employment	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Leaving employment	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Increased debt repayment(s) for an existing loan	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Large expenditure Medical treatment / illness	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Other strategy – please provide details:	<input type="text"/>	

What's the plan to meet ongoing financial obligations?

	Details
<input type="checkbox"/> Additional income source	<input type="text"/>
<input type="checkbox"/> Reduce expenditure	<input type="text"/>
<input type="checkbox"/> Sale of assets	<input type="text"/>
<input type="checkbox"/> Savings and/or Superannuation	<input type="text"/>
<input type="checkbox"/> Co-applicant's income	<input type="text"/>
<input type="checkbox"/> Other:	<input type="text"/>

02 Your loan details

I/we are requesting the following changes to my/our loan (tick all that apply):

☐ Loan increase Increase amount:

☐ Extend or convert to interest only repayments (continue to tell us how you'd like your loan to be structured)

For loan increases only – what's the reason for the loan increase (tick all that apply and the amount of the increase going towards that purpose)?

Purpose	Amount (\$)	Purpose	Amount (\$)
<input type="checkbox"/> 125 To buy a newly-built house (e.g. built less than 12 months ago)	<input type="text"/>	<input type="checkbox"/> 225* To buy a vehicle - other	<input type="text"/>
<input type="checkbox"/> 127 To buy a newly-built property other than a house (e.g. an apartment built less than 12 months ago)	<input type="text"/>	<input type="checkbox"/> 231 To buy an individual residential block of land	<input type="text"/>
<input type="checkbox"/> 129 To buy an established house (e.g. built more than 12 months ago)	<input type="text"/>	<input type="checkbox"/> 237* To buy household / personal goods	<input type="text"/>
<input type="checkbox"/> 131 To buy an established property other than a house (e.g. an apartment built more than 12 months ago)	<input type="text"/>	<input type="checkbox"/> 239* To consolidate existing debt (excl. refinance of personal loans)	<input type="text"/>
<input type="checkbox"/> 133 To refinance an existing home loan from another lender	<input type="text"/>	<input type="checkbox"/> 241 For a holiday / travel	<input type="text"/>
<input type="checkbox"/> 221* To buy a vehicle - new car	<input type="text"/>	<input type="checkbox"/> 247 To provide funds for personal investment (e.g. shares and other investment assets)	<input type="text"/>
<input type="checkbox"/> 223* To buy a vehicle - used car	<input type="text"/>	<input type="checkbox"/> 349* Other - property maintenance and repairs, renovations not involving building work and refinancing a personal loan	<input type="text"/>
<input type="checkbox"/> 227* To buy a vehicle - motorcycle / scooter	<input type="text"/>	<input type="checkbox"/> 249 Other - any other purpose	<input type="text"/>
<input type="checkbox"/> 229* To buy a boat / caravan / trailer	<input type="text"/>		

Where you are borrowing money to make improvements or carry out repairs, please provide the address of the property:

If you're consolidating debts, will existing credit card limits be reduced or cancelled?

☐ Yes ☐ No If yes, provide details:

Why are you consolidating debts with your UHomeLoan?

☐ Reduced repayments (Please specify current and anticipated repayments under the existing loan:)

☐ Reduced repayments (Please specify current and anticipated interest rates under the existing loan:)

☐ Increase total loan amount
Please give details:

☐ 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:

☐ * By ticking this box you acknowledge that you understand the debt being consolidated or goods being purchased may not hold their value for as long as the remaining term of the loan and so you may be paying for those goods beyond their useful lifespan and value. Additionally, you acknowledge that you may not be in a position to finance the replacement of those goods if the term exceeds the lifespan of the original goods. You may end up paying more interest especially if you incur further credit card, personal loan or car loan debt after consolidating existing debts compared to taking the loan over a shorter term more in line with the useful life of the goods.

Tell us how you'd like your loan to be structured.

Note: You can have a maximum of 4 loan splits with a minimum of \$20,000 per split. A split loan allows you to divide your total loan amount into separate buckets each with either the same or different rate and/or repayment type. **If you'd prefer not to split your loan, simply put the total loan amount (the loan facility limit and any increase) in Split 1.**

If selecting fixed and interest only, the interest only and fixed terms must be the same.

If you're increasing your loan, the minimum increase amount is \$20,000 and we can only lend up to 80% of the value of your property including the original loan amount. A new split must be created if your current loan is fixed or if it's owner occupier and the loan increase is for investment purposes. The loan increase can't be used for structural renovations, business purposes or to pay a tax debt.

I/we would like the loan to be structured as follows:

Split 1

Loan ID:	<input type="text"/>	Loan amount:	<input type="text"/>	Note: based on the facility limit (including loan increase) not current balance
Loan purpose:	<input type="checkbox"/> Personal use	<input type="checkbox"/> Investment		
Variable:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Interest Only term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years <input type="checkbox"/> 10 years
Fixed:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Fixed Rate term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years

Split 2

Loan ID:	<input type="text"/>	Loan amount:	<input type="text"/>	Note: based on the facility limit (including loan increase) not current balance
Loan purpose:	<input type="checkbox"/> Personal use	<input type="checkbox"/> Investment		
Variable:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Interest Only term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years <input type="checkbox"/> 10 years
Fixed:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Fixed Rate term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years

Split 3

Loan ID:	<input type="text"/>	Loan amount:	<input type="text"/>	Note: based on the facility limit (including loan increase) not current balance
Loan purpose:	<input type="checkbox"/> Personal use	<input type="checkbox"/> Investment		
Variable:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Interest Only term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years <input type="checkbox"/> 10 years
Fixed:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Fixed Rate term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years

Split 4

Loan ID:	<input type="text"/>	Loan amount:	<input type="text"/>	Note: based on the facility limit (including loan increase) not current balance
Loan purpose:	<input type="checkbox"/> Personal use	<input type="checkbox"/> Investment		
Variable:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Interest Only term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years <input type="checkbox"/> 10 years
Fixed:	<input type="checkbox"/> Principal & Interest OR			
	<input type="checkbox"/> Interest Only – Fixed Rate term:	<input type="checkbox"/> 1 year	<input type="checkbox"/> 3 years	<input type="checkbox"/> 5 years

02A Co-borrowers

This section must be completed when there are two applicants applying for a loan amount increase. Each applicant must gain a benefit from least 25% of the funds from the loan amount increase.

Applicant 1:	Applicant 2:
<input type="checkbox"/> will legally own at least 25% of the property to be purchased using the loan funds	<input type="checkbox"/> will legally own at least 25% of the property to be purchased using the loan funds
<input type="checkbox"/> will use at least 25% of the loan funds to repay debt that they owe	<input type="checkbox"/> will use at least 25% of the loan funds to repay debt that they owe
<input type="checkbox"/> will use at least 25% of the loan funds to repay debt and/or purchase goods and services of their choice	<input type="checkbox"/> will use at least 25% of the loan funds to repay debt and/or purchase goods and services of their choice
Please list details below: <div></div>	Please list details below: <div></div>

03 Your details

Applicant 1

Title

Given name(s):

Surname:

Marital Status:

☐ Single ☐ De-facto ☐ Married
☐ Divorced ☐ Widowed ☐ Separated

Number of dependents:

Age(s):

Residential Status:

☐ Own home ☐ Renting ☐ Boarding ☐ With parents

Other:

Residential Address:

 State Postcode

Applicant 2

Title

Given name(s):

Surname:

Marital Status:

☐ Single ☐ De-facto ☐ Married
☐ Divorced ☐ Widowed ☐ Separated

Number of dependents:

Age(s):

Residential Status:

☐ Own home ☐ Renting ☐ Boarding ☐ With parents

Other:

Residential Address:

 State Postcode

Contact details

Applicant 1

Postal Address (if different from residential address):

	State		Postcode

Home phone number:

Mobile number:

Email address:

Applicant 2

Postal Address (if different from residential address):

	State		Postcode

Home phone number:

Mobile number:

Email address:

Valuation – for loan increases only

A valuation may be required as part of the application process. If so, who is the best contact for the valuer to get in touch with?

☐ Applicant 1 ☐ Applicant 2 ☐ Other (please provide details below)

Full name:

Company:

Contact number:

Email address:

04 Your employment

Has your employment changed since your last application?

☐ YES – complete the Employment and Income sections

☐ NO – complete Income section only

Applicant 1

Primary Occupation:

Industry:

Employment Status:

☐ Full Time ☐ Part Time ☐ Contract
☐ Casual ☐ Self-employed ☐ Not employed

Employer (company) name:

Time at current employment: years months

If under 2 years, please provide previous employment details

Applicant 2

Primary Occupation:

Industry:

Employment Status:

☐ Full Time ☐ Part Time ☐ Contract
☐ Casual ☐ Self-employed ☐ Not employed

Employer (company) name:

Time at current employment: years months

If under 2 years, please provide previous employment details

Applicant 1

Previous Occupation:

Previous employer name:

Time at previous employment: years months

If self-employed complete the following:

Company name:

Nature of business:

Time in business
(must be minimum 2 years): years months

Applicant 2

Previous Occupation:

Previous employer name:

Time at previous employment: years months

If self-employed complete the following:

Company name:

Nature of business:

Time in business
(must be minimum 2 years): years months

05 Your income

Please show income as annual amounts

Applicant 1

Gross salary (pre-tax):

Rental income:

Other investments
(e.g. shares):

Other (e.g. overtime):

Applicant 2

Gross salary (pre-tax):

Rental income:

Other investments
(e.g. shares):

Other (e.g. overtime):

06 Your financial position

ASSETS (what you own)

Real estate

Note: if the asset is partly owned by someone other than the borrower(s) on the loan, please indicate percentage of ownership.

Property Address:	Market Value (\$):	Owned by (Applicant 1/ Applicant 2/both):	Share (%):
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Accounts - savings/term deposits

Name of financial institution:	Amount (\$):	Owned by (Applicant 1/ Applicant 2/both):

Superannuation

Fund:	Amount (\$):	Owned by (Applicant 1/ Applicant 2/both):

Other (e.g. household contents, shares, vehicles)

Description:	Amount (\$):	Owned by (Applicant 1/ Applicant 2/both):

LIABILITIES (what you owe)

Existing mortgages – with Principal and Interest repayments

Lenders name:	Current interest rate:	Loan term remaining or expiry date:	Current limit:*	Monthly repayments:	Amount owing:

*Current limit is the amount owing plus any available redraw

Existing mortgages – with Interest Only repayments

Lenders name:	Current interest rate:	Loan term remaining or expiry date:	IO period remaining or expiry date:	Current limit:*	Monthly repayments:	Amount owing:

*Current limit is the amount owing plus any available redraw

Personal loans/overdrafts

Lenders name:	Monthly repayments:	Amount owing:	Is this being consolidated? (Y/N)

Credit cards/store cards

Institution:	Limit:	Amount owing:	Is this being consolidated? (Y/N)

Hire purchase/Novated lease/other leases

Lenders name:	Monthly repayments:	Amount owing:	Is this being consolidated? (Y/N)

Other (HECS, etc.)

Lenders name:	Monthly repayments:	Amount owing:	Is this being consolidated? (Y/N)

General Living and Entertainment Expenses

Input your monthly living expenses for each of the categories below.

If there's more than one applicant and you jointly share all expenses, all applicants need to complete this information in the section for applicant 1 below. If there's more than one applicant and you don't share all expenses, complete the information in the sections for applicant 1 and applicant 2 as applicable.

Expenses	Examples	Applicant 1	Applicant 2
Primary Residence	Home maintenance and repairs, utilities, garden maintenance, council rates and housekeeper.	\$ <input type="text"/>	\$ <input type="text"/>
Phone, Internet & Media	Internet, mobile phone and subscription services.	\$ <input type="text"/>	\$ <input type="text"/>
Food & Groceries	Grocery shopping including cigarettes, restaurants and cafes, and takeaways.	\$ <input type="text"/>	\$ <input type="text"/>
Recreation & Holidays	Lifestyle sports, hobbies, gym fees, gifts, holidays & airfares, and donations.	\$ <input type="text"/>	\$ <input type="text"/>
Clothing & Personal Care	Clothes, shoes and hair & beauty.	\$ <input type="text"/>	\$ <input type="text"/>
Medical & Health	Doctor, pharmacy, dentist, optical and therapies.	\$ <input type="text"/>	\$ <input type="text"/>
Transport	Vehicle registration, fuel, vehicle maintenance, public transport, taxi and ride-sharing services.	\$ <input type="text"/>	\$ <input type="text"/>
Public Education/ Childcare & Dependents	School uniform, books, childcare, pets (exclude Private School).	\$ <input type="text"/>	\$ <input type="text"/>
Insurance	Income protection, building/home/contents, vehicle, travel and health insurance.	\$ <input type="text"/>	\$ <input type="text"/>
Other	Any other regular expenses.	\$ <input type="text"/>	\$ <input type="text"/>

Tip - If applicable, please provide an explanation of any exceptionally low living expenses in the above categories.

Additional Living Expenses

Input your monthly additional living expenses for each of the categories below.

If there's more than one applicant and you jointly share all expenses, all applicants need to complete this information in the section for applicant 1 below.

If there's more than one applicant and you don't share all expenses, complete the information in the sections for applicant 1 and applicant 2 as applicable.

Expenses	Examples	Applicant 1	Applicant 2
Strata Fees/Body Corporate Fees	For owner occupied/primary residence (exclude Investment Property).	\$ <input type="text"/>	\$ <input type="text"/>
Private/Non-government school fees	Tuition fees, school fees and sports fees for private schooling, including independent schools and private tuition.	\$ <input type="text"/>	\$ <input type="text"/>
Child support & maintenance payments	Financial support paid by one parent to the other, to help with the costs of a child aged under 18.	\$ <input type="text"/>	\$ <input type="text"/>
Life/Accident/Illness Insurance (excluding insurances held in Superannuation)	Exclude all insurances already captured under general living expenses and any insurances held in superannuation.	\$ <input type="text"/>	\$ <input type="text"/>

Tip - If applicable, please provide an explanation of any exceptionally low living expenses in the above categories.

Other Expenses

Input your other monthly expenses below.

If there's more than one applicant and you jointly share all expenses, all applicants need to complete this information in the section for applicant 1 below.

If there's more than one applicant and you don't share all expenses, complete the information in the sections for applicant 1 and applicant 2 as applicable.

Expenses	Examples	Applicant 1	Applicant 2
Investment Property Expenses	Maintenance and repairs, land tax/body corporate/strata fees, building/home/contents insurance, garden maintenance, property management, landlord insurance, council rates, housekeeper, investment, and utilities.	\$ <input type="text"/>	\$ <input type="text"/>
Post Loan Rental Expense	If you're paying rent.	\$ <input type="text"/>	\$ <input type="text"/>

Tip - If applicable, please provide an explanation of any exceptionally low living expenses in the above categories.

07 Your property details

Please release the existing security on:

Property Address:

Name/s on property title:

Sale price(\$):

Proposed settlement date (DD/MM/YY):

must be on or before settlement of purchase property

Please substitute the existing security with the following property located at:

Property Address:

Type of property: ☐ House ☐ Unit/Townhouse ☐ Apartment ☐ Other (please list):

Name/s on property title:

Sale price(\$):

Proposed settlement date (DD/MM/YY):

Please provide details of person to be contacted to arrange access to the new property for valuation purposes.

Contact name:

Email address:

Work phone:

Home phone:

Mobile phone:

08 Acknowledgement

By signing below:

- you're requesting the changes set out above to your loan
- you confirm that the information you've provided in this form is correct and complete
- you've read and understood the important information about the product, repayment and rate type you've selected
- if you're requesting a loan increase, you've read, understood and agreed to the Privacy Notice and Consent on pages 14-18
- you've read, understood and agreed to the Electronic Communications Consent on page 19

Sign here - **All applicants need to sign in ink below (digital signatures not accepted)**

Applicant 1

Name

Signature

Date

Applicant 2

Name

Signature

Date



28.10.2019

This privacy notice and consent relates to this application (this application) you make to a mortgage manager for a loan (your loan) or in which you offered to guarantee the applicant's loan obligations. It includes consents from you to disclose certain information to other organisations described below. Your loan may be consumer credit or commercial credit.

The mortgage manager will submit this application to a lender or the lender's loan servicer to consider. If the lender or its loan servicer approves this application, it may seek lender's mortgage insurance (LMI) cover from a lenders mortgage insurer or title insurance cover from a title insurer or both in relation to your loan.

In this privacy notice and consent, "credit eligibility information" means information an organisation described below obtained from a credit reporting body or that is based on information obtained from a credit reporting body.

Privacy notice

This privacy notice tells you how certain organisations collect information about you, what they use the information for and who they share the information with. If any of those organisations collect information that can be used to identify you, it will take reasonable steps to notify you of that collection.

Organisations that collect information about you

This privacy notice and consent covers the following organisations that may collect information about you relating to this application or your loan or a guarantee of the loan:

- the mortgage manager (the mortgage manager) through whom you made this application or that manages your loan. That mortgage manager is UBank (a division of National Australia Bank Ltd) ACN 004 044 937;
- the lender to whom you make this application or that makes your loan available. That lender is either Perpetual Trustees Victoria Limited ACN 004 027 258 or AFSH Nominees Pty Ltd ACN 143 937 437 (each a lender);
- the loan servicer (the loan servicer) that considers this application or administers your loan for the lender. That loan servicer is Advantedge Financial Services Pty Ltd ACN 130 012 930;
- the LMI insurer that considers a lender's request for LMI cover relating to this application or that gives LMI cover to the lender for your loan. That LMI insurer is either QBE Lenders Mortgage Insurance Ltd (QBE) ACN 000 511 071 or Genworth Financial Mortgage Insurance Pty Ltd (Genworth) ACN 106 974 305 (each an LMI insurer) and;
- the title insurer (the title insurer), that considers a lender's request for title insurance cover relating to this application or that gives title insurance cover to the lender for your loan, and its related entity: the title insurer is First American Title Insurance Company of Australia Pty Limited (First Title) ACN 075 279 908 and its related entity is First Mortgage Services Pty Ltd (FMS) ACN 110 202 429.

Each of those organisations is described below separately as "we" and "us".

The LMI insurers and the title insurer are described together below as "insurers".

How information is collected from you

We will collect information about you from you directly whenever we can. Most information will be collected from this application and from the records we maintain about the products or services you receive from us. We may verify that information from sources referred to in this application or in this privacy notice and consent.

Sometimes an LMI insurer may also collect further personal information about you during the course of the LMI cover provided to the lender for your loan. The terms of this notice and the LMI insurer's Privacy Policy will apply to the collection, use and disclosure of that information.

How information is collected from other sources

Sometimes we will collect information about you from other sources as the Privacy Act 1988 permits. We will do this only if it's reasonably necessary to do so, for example, where:

- we obtain information (including commercial credit information concerning your credit worthiness or history, consumer information and collection of overdue payments information) from a credit reporting body for any purpose described below;
- we obtain information about your loan or a guarantee of the loan from another organisation described above;
- we can't get hold of you and we rely on publicly available information to update your contact details;
- we check property, you offer as security, through public registers or its service providers; or
- we exchange information with your legal or financial advisers or other representatives.

When the law authorises or requires collection of information

There are laws that affect organisations that may require us to collect personal information about you. For example, we may require information about you to verify your identity under Australian Anti- Money Laundering law.

How your information may be used

A lender, the loan servicer or the mortgage manager may use information about you for purposes including:

- giving you information about loan products or related services;
- considering whether you are eligible for a loan or any related service you requested;
- processing this application and providing you with a loan or related service;
- administering your loan or any related service, for example, to answer requests or deal with complaints;
- identifying you;
- telling you about other products or services it or its related companies make available and that may be of interest to you, unless you tell them not to;

- allowing it to run its business efficiently and to perform administrative and operational tasks;
- preventing or investigating any fraud or crime or any suspected fraud or crime;
- as required by law, regulation or codes binding it; and
- any purpose to which you have consented.

You can let the lender, loan servicer or the mortgage manager know at any time if you no longer wish to receive direct marketing offers from them. They will process your request as soon as practicable.

Also, a lender, the loan servicer or the mortgage manager may use credit information about you to:

- enable an insurer to assess the risk of providing insurance to the lender or to address the lender's arrangements with the insurer;
- assess whether to accept a guarantor or the risk of a guarantor
- being unable to meet their obligations;
- consider hardship requests; and
- assess whether to securitise loans and to arrange securitising
- loans the lender makes.

An LMI insurer may use information about you:

- to decide whether to insure a lender under an LMI policy;
- to assess the risk of you or a guarantor defaulting on your obligations to a lender;
- to administer and vary the insurance cover including for securitisation and hardship applications;
- to verify information that the LMI insurer collects about you;
- to deal with claims and recovery of proceeds including, among other things, to enforce a loan or a guarantee in place of a lender if the LMI insurer pays out an insurance claim on your loan or the loan you guarantee;
- to conduct risk assessment and management involving credit scoring, portfolio analysis, reporting and fraud prevention;
- to comply with legislative and regulatory requirements including requirements under the Privacy Act 1988 and Insurance Contracts Act 1984 as amended from time to time;
- for a mortgage insurance purpose relating to you; and
- for any other purpose under the insurance policy the LMI insurer
- issues to the lender relating to your loan.

The title insurer or its related entities may use information about you:

- to assess the risk of providing title insurance to the lender;
- for the subsequent administration or variation of the title insurance policy;
- for risk assessment, reporting, fraud prevention, enforcement
- and claim recovery activities;
- to discharge your existing mortgage over the security property
- and register your new mortgage over the security property where a refinance is taking place;
- to deal with claims and to enforce a loan or a guarantee in place of a lender if the title insurer pays out an insurance claim on your loan or the loan you guarantee;
- for a title insurance purpose relating to you;

- to comply with legislative and regulatory requirements; and
- for any other purpose under the contract between a lender and the title insurer.

What happens if you don't provide information

If you don't provide your information to us, it may not be possible:

- to provide you with the product or service you want. For example, if information is not disclosed to an insurer, it may not be able to process a lender's request for insurance. In that case, the lender may not be able to assess this application;
- for the lender, loan servicer or a mortgage manager to manage or administer the loan the lender makes to you;
- verify your identity or protect against fraud; or
- in the case of the lender, loan servicer or mortgage manager,
- to let you know about other products or services that might be suitable for your financial needs.

Sharing Your Information

1. Sharing with other organisations:

We use and share information about you with other organisations described above for the purposes described above.

2. Sharing with related companies:

We may share information about you with our related companies for the purposes described above. We may share credit eligibility information (that is, credit information we obtain about you from a credit reporting body or that we derive from that information) with any of our related companies to enable that related company to process another credit application you make to it and to collect any payment that is overdue in relation to that credit facility.

3. Sharing with your representatives and referees: We may share information about you with:

- your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants, brokers or real estate agents); and
- your referees, such as your employer, to confirm details about you.

This information may include credit eligibility information (that is, information we obtained from a credit reporting body or based on information obtained from a credit reporting body).

4. Sharing with credit reporting bodies.

We may disclose information about you to a credit reporting body in relation to this application or your loan or your guarantee, including overdue payments. A credit reporting body may include information about you in reports that it gives other organisations (like other lenders) to help them assess your credit worthiness.

Some of that information may reflect adversely on your credit worthiness, for example, if you fail to make payments or if you commit a serious credit infringement (like obtaining credit by fraud). That sort of information may affect your ability to get credit from other lenders.

5. Sharing with third parties

We may disclose information about you to third parties, in relation to: considering this application; administering your loan; exercising rights relating to your loan; exercising rights relating to your guarantee; or any insurance policy an insurer issues to the lender relating to your loan or the loan you guarantee. Those third parties may include:

- valuers, other insurers, re-insurers, claim assessors and investigators;
- brokers or referrers that submitted applications on your behalf or
- referred you to the mortgage manager;
- other financial institutions, like banks;
- organisations that are involved in debt collecting or in purchasing
- debts;
- organisations, like fraud reporting agencies, that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other serious misconduct;
- organisations involved in surveying or registering a security property or which otherwise have an interest in a security property;
- government or regulatory bodies (including ASIC and the Australian Tax Office) as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities; rating agencies to the extent necessary to allow the rating agency to rate particular investments; organisations involved in securitising your loan, including re-insurers and underwriters, loan servicers, trust managers, trustees and security trustees;
- guarantors and prospective guarantors of your loan;
- the borrowers or the prospective borrowers of the loan you guarantee;
- payment system operators to allow us to investigate or correct
- payments on your loan;
- any organisation that wishes to take an interest in our business;
- and service providers (including data consultants and IT contractors), agents, contractors and advisers that assist us to conduct our business.

Also, a lender or the loan servicer may disclose information about you, in relation to other services relating to your loan or your guarantee or its loan products, to others including:

- organisations that maintain, review and develop a lender's or the loan servicer's business systems, procedures and technology infrastructure;
- organisations that produce cards, cheque books or statements for a lender in relation to your loan or the loan you guarantee;
- organisations that assist a lender or the loan servicer with product planning, research and development; and
- mailing houses and telemarketing agencies that assist a lender or the loan servicer to communicate with you.

6. Sharing outside of Australia

QBE may disclose information about you to related companies situated in the Philippines or to service providers situated in India.

Genworth may disclose information about you to related companies situated in the USA, Canada or the United Kingdom.

The title insurer or its related entities may disclose information about you to related companies situated in the USA, Malaysia or India.

We may store information about you in cloud or other types of net-worked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country information about you may be held.

Overseas organisations may be required to disclose information shared with them under a foreign law. In those instances, the organisation, described above, that disclosed the information to the overseas organisation will not be responsible for that disclosure.

Each lender, loan servicer and mortgage manager:

- will only share any credit information about you with a credit
- reporting body if that body has a business operation in Australia; and
- is unlikely to share credit eligibility information with organisations that do not have business operations in Australia.

Accessing your Information

You can ask us to access information that we hold about you. You have special rights to access credit eligibility information. You can find out how to access information about you (including credit eligibility information) by reading our Privacy Policy, available by contacting us. Please see our contact details in the schedule at the end of this document.

Correcting your Information

You can ask us to correct information we hold about you. You have special rights to correct credit information about you. You can find out how to correct information about you (including credit information) by reading our Privacy Policy, available by contacting us. Please see our contact details in the schedule at the end of this document.

Complaints

If you have a complaint against us about a privacy issue, please tell us about it. You can find out how to make a complaint (including special rights for credit information complaints) and how we will deal with a complaint, by reading our Privacy Policy, available by contacting us. Please see our contact details in the schedule at the end of this document.

Privacy Policy

You can find out more about how we manage information about you by reading our Privacy Policy available by contacting us.

Please see our contact details in the schedule. Also, you can read and obtain a copy of that policy at our website address set out in the schedule at the end of this document.

Consent

By signing this form, you consent to:

1. us obtaining information about you from a credit reporting body on one or more occasions:
 - to assess your application for consumer credit or
 - commercial credit or to collect any payment that is overdue
 - in relation to your loan; and/or
 - to assess whether to accept you as a guarantor of the loan;
2. us exchanging information about you with other credit providers to: assess this application; assess whether to accept you as a guarantor; assist you to avoid defaulting on your loan or your guarantee; notify other credit providers of a default by you; or assess your credit worthiness. This information may include credit eligibility information;
 - if you are a joint applicant under this application or become a joint borrower under your loan, us exchanging information

about you with your joint applicants or joint borrowers to process this application and to administer your loan;

- us disclosing information (including credit eligibility information to potential guarantors) about you
- to a potential or existing guarantor (or their legal representative) but only to assist them to consider whether to act as a guarantor or to offer property as security or to inform them about:
- this application and details of the obligations guaranteed or proposed to be guaranteed;
- your credit worthiness, credit capacity or credit history; and
- any other matter we decide is relevant to a potential guarantor or guarantor;
- if a lender, the loan servicer or mortgage manager
- requests an insurer for LMI insurance or title insurance for the loan for which you applied, the lender, the loan servicer or the mortgage manager disclosing to that insurer information about you for any purpose in connection with that insurance;
- us checking the details of the information you gave in this application. They may contact any person you named in this application for that purpose. If you give us an identity document (for example, your passport or driver's licence) in connection with this application, we may contact the authority that issued the document to verify the status of and any information contained in the document;
- us exchanging information (including credit eligibility information) about you with any person acting on your behalf (like a broker or a referrer) relating to processing this application and establishing loan or your guarantee;
- us exchanging information about you with our relevant service providers (including any service provider located outside Australia) including information that we collect from you as an agent of a state or territory government
- in relation to a First Home Owner Grant application you make. For more information, please see the privacy notice above and our privacy policy, available by contacting us. Please see the contact details in the schedule at the end of this document;
- a lender or the loan servicer disclosing your credit eligibility information to other organisations participating in securitising the lender's loans, but only for purposes relating to those arrangements including to enable those other organisations to exercise rights they have under securitisation arrangements to review loan files; and
- us using the information in this application to better understand and/or manage your relationship with us.

Information about other people

If you give information about another person (like your employer, spouse, referee or solicitor) in relation to this application or a loan you get from the lender to us, you will let that other person know that:

- we have collected their information to assess this application, to manage any loan you get from a lender and for any other purpose set out in the privacy notice above;
- we may exchange this information with other organisations set out in that privacy notice;
- we handle their personal information in the way set out in our Privacy Policy and that privacy notice and they can: access or request a copy of that privacy policy or privacy notice; or access the information we hold about them, by using the contact details for us in the schedule at the end of this document; and
- you may not be able to get credit from the lender or we may not accept your application to act as a guarantor of a loan unless we obtain their information.

More about the credit reporting body we use

Contact details

We may give information about you to one or more credit reporting bodies in relation to this application or your loan. Currently, we deal with Equifax Australia Information Services and Solutions Pty Limited (Equifax). Equifax's contact details are in the schedule. Equifax has a credit reporting policy about how it handles information about you. You can obtain copies of that policy at Equifax's website set out in the schedule.

If you think you have been the victim of a fraud

If you believe that you have been or are likely to be the victim of fraud (including identity fraud), you can request a credit reporting body not to use or disclose the information they hold about you.

If you don't want your information used by them for direct marketing/pre screening purposes

You can ask a credit reporting body not to use information about you to undertake pre-screening assessments of individuals to determine whether those individuals are eligible to receive direct marketing from a particular credit provider. Please contact the credit reporting body, if you want to ensure that the credit reporting body does not use information about you for pre-screening assessments.

Schedule

Lenders

Perpetual Trustees Victoria Limited ACN 004 027 258 Level 12,
123 Pitt Street, Sydney, NSW 2000.

Tel: 02 9229 9000

Web: www.perpetual.com.au

Its privacy policy is set out at <https://www.perpetual.com.au/privacy-policy>

AFSH Nominees Pty Ltd ACN 143 937 437

Level 10, 101 Collins St, Melbourne VIC 3000 Tel: 03 8616 1600

Web: www.advantedge.com.au

Its privacy policy is set out at www.advantedge.com.au/privacy

Loan Servicer

Advantedge Financial Services Pty Ltd ACN 130 012 930

Level 10, 101 Collins St, Melbourne VIC 3000

Tel: 03 8616 1600

Web: www.advantedge.com.au

Its privacy policy is set out at www.advantedge.com.au/privacy

Mortgage Manager

UBank (a division of National Australia Bank Ltd) ACN 004 044
937 Level 4, 116 Miller St North Sydney NSW 2060

Tel: 13 30 80

Web: www.ubank.com.au

Its privacy policy is set out at <https://www.ubank.com.au/ubank/web/footer/Privacy>

Insurers

QBE Lenders Mortgage Insurance Ltd ACN 000 511 071 GPO Box
82, Sydney NSW 2001

Tel: 1300 367 764

Web: www.qbelmi.com

Its privacy policy is set out at <https://www.qbe.com/lmi/about/governance/privacy-policy>

Genworth Financial Mortgage Insurance Pty Ltd ACN 106 974 305
GPO Box 3952, Sydney NSW 2001

Tel: 02 8248 2597

Web: www.genworth.com.au Its privacy policy is set out at
<http://www.genworth.com.au/privacy-policy>

First American Title Insurance Company of Australia Pty Ltd ACN
075 279 908

PO Box Q1465, QVB Post Office NSW 1230 Telephone: 02 8235
4433

Web: www.firsttitle.com.au Its privacy policy is set out at
<https://www.firsttitle.com.au/property-owners/privacy-policy>

Credit Reporting Body

Equifax Australia Information Services and Solutions Pty Limited

Web: www.mycreditfile.com.au



UBank is an online bank. Where possible, we'll send you things electronically. But for some things, first we need you to agree.

Please read the following carefully, as when you agree to our Electronic Communications Policy you agree to the following:

- We may send info relating to your UBank account to you by SMS or email.
- We may make info like statements, documents and notices that are about your UBank account available on our systems, or on a third party's systems, electronically. When we do this, you'll be told that the info is available by SMS, email or secure email.
- You'll need to regularly check for electronic communications about your UBank account.
- If info is provided electronically, you may not get a paper copy.
- You can cancel this agreement to get information electronically from us at any time, but because we're an online bank, if you do, we may be unable to continue to provide the UBank account(s) to you.
- Documents relating to UHomeLoan that you obtain electronically through UBank (like your letter of offer) may be signed by UBank or the lender by an electronic image of a signature.
- If you want to change your email address or contact phone number at any time – just let us know.

Document Checklist

To ensure a speedy application process please provide the following documents with your variation form. This is only meant as a guide as not all points will be relevant to your individual circumstances.

Applications will be reviewed by our assessors and as a result, we may also ask you to provide additional documentation or information which will assist them in completing the assessment of your application.

Loan increase and interest only

PAYG Salary/Wages

If full time or permanent part time

☐

Two most recent payslips (the most recent being less than 60 days old) showing your name, employer details, pay period, gross income and Year to Date (YTD) income.

PAYG Salary/Wages

If contract or casual

☐

Provide **one** of the following:

Two most recent payslips (the most recent being less than 60 days old) showing your name, employer details, pay period, gross income and Year to Date (YTD) income.*

*If your YTD income shows a figure less than 6 months, payslips will need to be supported by a PAYG summary or personal tax return for the last financial year.

Self-employed

☐

Last 2 years financial or business tax returns Last 2 years individual tax returns

☐

Notice of Assessment to confirm lodgement of individual tax returns

Rental Income

If you're currently receiving rental income

☐

Copy of rental receipt issued by the real estate agent that is not more than 60 days old showing 4 weeks of rental payments

Or, if a privately leased property

☐

Copy of current formal residential tenancy agreement with bank statements or transaction listings (the most recent being less than 60 days old) showing your name, account number and at least 2 direct credits.

If you're consolidating debts

Credit Card

If you're refinancing your credit card

☐

Three consecutive months of statements (the most recent being less than 60 days old) showing your name, card limit and balance.

Personal Loan

If you're refinancing your personal loan

☐

Six consecutive months of personal loan statements (the most recent being less than 60 days) showing your name, account number, lender details, current balance and transaction history. Transaction listings can be accepted provided they are accompanied by a bank statement and display your account number.

If you have other home loan(s) not being refinanced

Home Loan with another financial institution

If you have a loan with another lender and it's not being refinanced

☐

A home loan statement, internet account summary, internet transaction listing (none of which should be older than 6 months) or a loan contract; showing your name, account number, loan limit, interest rate and expiry date of the loan or remaining loan term. For interest only loans, the documentation will also need to confirm the expiry date or remaining interest only term.

Security substitution

☐

Copy of the full Contract of Sale (COS) for the property being sold and the property being purchased. For NSW and ACT, this needs to be signed by at least one party. For all other states / territories, it needs to be signed by both parties.



This credit guide gives you information about the credit assistance we provide for a UBank UHomeLoan.

Licensee: National Australia Bank Limited

("We", "Us") ABN 12 004 044 937

Australian Credit Licence Number 230686

UBank is a division of National Australia Bank Limited ("UBank").

Contact details:

Address: UBank PO Box 1466, North Sydney 2059

Phone: 13 30 80

Secure Mail: Log in to [UBank Online Banking](#)

Website: ubank.com.au

When do we give you credit assistance?

We offer credit assistance whenever:

- We help you make your UHomeLoan application;
- We suggest you apply for a UHomeLoan (or suggest you apply for an increase to a UHomeLoan); or
- We suggest you stay with your UHomeLoan.

What we need to do before giving you credit assistance

Before we can give you credit assistance, we need to assess whether or not the UHomeLoan is suitable for you. If it's unsuitable, we won't be able to give you credit assistance. (A loan would be unsuitable for you if it doesn't meet your requirements and objectives, or you're unable to make loan repayments without substantial hardship.)

To make this assessment, we need to check whether:

- The UHomeLoan (or UHomeLoan increase) will meet your requirements and objectives; and
- You can meet your UHomeLoan repayments.

Getting a copy of our assessment

If we give you credit assistance, you can ask us for a copy of our assessment any time at no cost to you, for up to 7 years after you apply. Just give us a call on 13 30 80., or email servicing.ubank@ubank.com.au.

We are not required to provide you with a copy of the assessment where the UHomeLoan or increase to your UHomeLoan does not proceed.

We have to give you the copy:

- within 7 business days after the day we get your request if you make the request within 2 years of the date we get your application; or
- otherwise within 21 business days after the day we get your request.

Our role and how we work with the credit provider

We work with Advantedge Financial Services Pty Ltd ACN 130 012 930 Australian Credit Licence 391202 ("Advantedge") to provide the UHomeLoan to our customers.

The credit provider of the UHomeLoan is AFSH Nominees Pty Ltd ACN 143 937 437 Australian Credit Licence 391192 ("credit provider") – part of the National Australia Bank group of companies.

Advantagedge Financial Services Pty Ltd ACN 130 012 930 Australian Credit Licence 391202 is authorised to act for the credit provider and is also part of the National Australia Bank group of companies. We have an arrangement with Advantagedge to act as a mortgage manager for the credit provider.

This means that we provide credit assistance to UHomeLoan applicants and manage the relationship with UHomeLoan customers on a day to day basis. For example, we'll provide you with home loan statements, and all other information relating to your UHomeLoan. We're also the point of contact for you in resolving any issues you may have with your loan.

When providing credit assistance, AFSH Nominees Pty Ltd ABN 51 143 937 437 Australian Credit Licence 391192 is the only credit provider UBank deals with.

Fees

There are no fees payable to UBank for providing credit assistance. Some fees are payable to the credit provider, for example mortgage registration, and these are outlined in your loan contract.

About our commission

If you take out a UHomeLoan, Advantagedge may pay UBank a monthly commission.

If you'd like an estimate of the commission we receive for your loan and how it is worked out, please get in touch.

UBank doesn't pay a commission for your UHomeLoan.

What to do if you have a dispute or complaint

If you have any problems, please get in touch in any of these ways:

- call us on 13 30 80
- send us a Secure Mail through the "Talk to us" tab in the main menu at ubank.com.au; or
- write to us at:

Customer Resolutions Team
UBank
PO Box 1466
North Sydney NSW 2059

Please give us as much information as you can, as it will help us resolve things faster. And if you've got any supporting documentation, please have it handy when you raise your concern.

If you do raise an issue with us, we'll address it as quickly as possible – and we will work towards resolving your dispute or complaint within 45 days or sooner as required by law.

Need more options?

If you're not satisfied with our proposed solution, you can contact the Australian Financial Complaints Authority (AFCA) – our external dispute resolution service. Their processes are entirely independent – and totally free.

Their details are:

- Website: www.afca.org.au
- Email: info@afca.org.au
- Telephone: 1800 931 678 (free call)
- In writing to:

Australian Financial Complaints Authority GPO Box 3
Melbourne VIC 3001

AFCA is an external dispute resolution (EDR) scheme to deal with complaints from consumers about financial firms. AFCA provides fair and independent financial services complaint resolution that is free to consumers.