

Loan Application Checklist – Process list

The following checklist will be used as a monitoring / coaching tool to ensure that representatives are following appropriate processes when conducting credit related activities.

Initial meeting and introduction	
The role of the broker is clarified with the client	
If the applicants details were provided to you from a referrer, confirm consent was obtained to pass on their details and that any referrer remuneration has been disclosed.	
Determine client goals and priorities with respect to finance broking	
Client is asked to clarify their goals and expectations. Client priorities are established and confirmed.	
Reasonable inquiries about their requirements and objectives are made and are documented. This would include investigation regarding the reason for the loan (purchase, refinance, debt consolidation), loan purpose (OO or INV), repayment options (P&I or I/O), loan term vs asset life, loan type (SVR / fixed / LOC), specific loan features (offset, extra repayments, redraw etc), Exit strategy (loan term ramifications)	
Specialist advise is sought where necessary or client is referred to appropriate sources where the required advice or services cannot be provided	
Disclosures: Credit Guide may be issued and Privacy consent may be signed. Quote provided if fee is being charged	
Determine client's existing financial situation	
Reasonable inquiries regarding the consumers financial position are made	
Current income and expenses of the client are determined (including detailed / itemised living expenses)	
Current assets and liabilities position of the client are determined.	
Determine future risks and contingencies	
Financial risk issues and tolerances are explored appropriately with client (foreseeable changes in their capacity to repay and the capacity to mitigate any detrimental issues)	
Specific Loan information	
Preferred lenders are included or excluded (based on policy or client preferences)	
Preferred features matched to the requirements and objectives	
Disclosures: Preliminary Credit Assessment is conducted (and provided where required). Credit Proposal must be provided prior to loan lodgement	
Prepare necessary documentation for submission and maintain for future reference	
Loan is submitted to lender with appropriate lender policies being met with respect to documentary evidence and identification processes	
Data is managed confidentially in accordance with company policy and guidelines and relevant legislation and industry codes of practice	
Data is stored in accordance with company policy and licensee policy	

Additional Comments: _____

SFGcompliance

Documentation Audit Checklist

Name: _____

Application Form	<ul style="list-style-type: none"> All applicants have been personally interviewed. Signed & dated Application Form/Fact Find (Do Signature/s match ID documents etc) Information on application to be consistent with supporting documents (Name, DOB etc) All dependents and liabilities to be disclosed (check statements, Medicare Card etc) No White out Use. Any amendments to be initialed by applicant/s Signed & dated Lenders Privacy Consent Signed & dated Purpose Declaration/Service Nomination as required 	
Lenders Checklist and lender obligations	<ul style="list-style-type: none"> Completed and held on file – NOTE: Most Lender Check Lists have a Declaration to be signed by you. Ensure you understand what it is that you are signing. E.g. have you sighted original docs as required by some lenders Lenders Serviceability Calculator completed and held on file 	
Identification	<ul style="list-style-type: none"> Held on file and verified that you have sighted the original documents 	
Credit Reports	<ul style="list-style-type: none"> Applicants written consent to conduct Equifax Check held 	
Income and Employment Documents	<ul style="list-style-type: none"> Held on file and verified that you have sighted original documents where possible. Check documents for inconsistencies (can confirm with Employer/Accountant etc if in doubt and note their response on file note) Check for deductions to ensure that they have been disclosed in application (Salary Sacrifice may indicate a loan payment) 	
Tax File #	<ul style="list-style-type: none"> TFN to be removed from all documents on file (hard and soft copy) 	
Refinance Documents (Refinance Statements & Rates Notice)	<ul style="list-style-type: none"> Refinance Statements to show applicants name, account #, Bank and all transactions. Check statements for inconsistencies in name, address, dates, Fonts etc Check statements for repayment history Rates Notice held 	
Statements Savings, Credit, loans)	<ul style="list-style-type: none"> Check statements for loan and credit card repayments, Family A&B payments and ensure all information is disclosed to the lender Check documents deposits to verify incomes (salary, rental property, allowances) Check Credit Card statements to confirm expenses declared by applicants are reasonable 	
Purchase Documents (C.O.S. & Funds to complete)	<ul style="list-style-type: none"> Signed Contract of Sale held. (COS can be signed by Purchaser) Evidence of funds to complete purchase + costs held and verified that you have sighted original documents. (Some funders do not require you to provide evidence however it is important that you have funds to complete evidence on your file) Confirm receipt from Real estate agent to verify deposit paid 	
Privacy Consent	<ul style="list-style-type: none"> Signed, dated and completed Consent held on file for all applicants (or evidence of consent) 	
Fraud Prevention	<ul style="list-style-type: none"> Ensure documents were obtained from the applicant(s) - never from a third party Check all documents for any indication that they have been amended eg Font size & type Ensure full disclosure of all liabilities/dependents in application/servicing by checking all available information 	
Other (if required e.g. FHOGS, HOC etc)	<ul style="list-style-type: none"> Credit Guide Supplied Living Expenses assessed (itemized) PCA generated Credit Proposal supplied Credit Quote where applicable 	