

NEEDS AND OBJECTIVES INTERVIEW GUIDE



Application ID:

Applicant:

Loan Details:

Security:

kSQqpHsmRW

Mr Vikram Katikaneni (Primary Applicant)
Mrs Bhargavi Puskuri (Co-Applicant)

Owner Occupied \$200,000.00
221 - Motor cars and station wagons - new
Standard Variable Rate Home Loan (30 Years)

8 Matcham Street
JORDAN SPRINGS NSW 2747
Unit 65, 39 Jerrabomberra Avenue
NARRABUNDAH ACT 2604

Lender ID:

Lender:

Originator:

CBA

MR SHAILENDRA WADHWA
YOUR FINANCE ADVISER
(04) 2389 4531 (Work)
0423 894 531 (Mobile)
shail.wadhwa@yourfinanceadviser.com.au

SUMMARY

Application ID: kSQqpHsmRW

ORIGINATOR

Originator

Originator Number

Company

Relationship Manager State:

Mr Shailendra Wadhwa

CFAA255

Your Finance Adviser
50-52 Lyons Road Drummoyne NSW 2047
(04) 2389 4531 (Work) 0423 894 531 (Mobile)
shail.wadhwa@yourfinanceadviser.com.au

NSW

REQUIREMENTS & OBJECTIVES

Application ID: kSQqpHsmRW

Retirement planning

Applicants

Applicant 1 (Primary Applicant)
Mr Vikram Katikaneni

At what age is the applicant planning to retire?	75
Will the applicant reach their planned retirement age during the term of the loan?	No
Will the applicants age reach 65 during the term of the loan?	Yes

How would the applicant propose to repay the loan?

☒ Repayment of loan prior to retirement

☐ Downsizing of home

☐ Sale of assets

☐ Recurring income from superannuation

☐ Superannuation lump sum following retirement

☐ Income from other investments

☐ Savings

☒ Co-applicant's income

☐ Other

Applicant 2 (Co-Applicant)
Mrs Bhargavi Puskuri

At what age is the applicant planning to retire?	70
Will the applicant reach their planned retirement age during the term of the loan?	No

Will the applicants age reach 65 during the term of the loan?

Yes

How would the applicant propose to repay the loan?

- ☒ Repayment of loan prior to retirement
- ☐ Downsizing of home
- ☐ Sale of assets
- ☐ Recurring income from superannuation
- ☐ Superannuation lump sum following retirement
- ☐ Income from other investments
- ☐ Savings
- ☒ Co-applicant's income
- ☐ Other

Variable rate

Which product rate type is most important to the applicant(s)?

Fixed

Variable

Fixed and variable

- Interest charged and repayments will change to reflect interest rate movements

Requirements & Objectives

Why is variable rate important to the applicant(s)?

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

Broker Declarations

- Interest rate and repayment amount may increase while the loan is on a variable rate
- ☒ I have ensured each applicant has understood the risks outlined above

Principal and interest

- Repayments cover loan principal and interest so that the loan is paid in full by the end of the loan term
- Applicant(s) could pay less interest over the life of the loan as compared with a loan which features a period of interest only repayments
- Interest rates on principal and interest repayments are generally lower than interest only

Requirements & Objectives

How important is principal and interest to the applicant(s)?

Important

Not important

Why is principal and interest important to the applicant(s)?

- ☒ Minimise interest paid over life of loan
- ☐ Higher lending limit
- ☐ Lower deposit required
- ☒ Build up equity from the start
- ☐ Other

Preferred repayment frequency?

Monthly

Redraw

- Allows applicant(s) to access extra repayments that they made additional to their required minimum repayments

Requirements & Objectives

How important is having a redraw account to the applicant(s)?

Important

Not important

Why is having a redraw account important to the applicant(s)?

- ☒ Flexibility to access prepaid funds if needed
- ☐ Other

Broker Declarations

- Lender may charge fees for each redraw
 - Each redraw may be subject to the lender's discretion
- ☒ I have ensured each applicant has understood the risks outlined above

Other

Requirements & Objectives

Do the applicant(s) have a preferred lender or lenders (e.g. one with branch access)?

Yes

Preferred lender(s) and reason(s)

No

Do the applicant(s) have any other requirements and objectives not already stated which may affect whether the loan is suitable, including whether there are any particular personal circumstances of the applicant(s) not documented in any previous responses in this interview guide that are relevant to the loan features that have been identified as 'Important'?

No

Co-borrower declarations

Applicants

Applicant 1 (Primary Applicant)
Mr Vikram Katikaneni

Will the applicant receive an equal or greater use of the loan funds for the whole application?

- ☒ Yes
- ☐ No or not sure

Applicant 2 (Co-Applicant)
Mrs Bhargavi Puskuri

Will the applicant receive an equal or greater use of the loan funds for the whole application?

- ☒ Yes
- ☐ No or not sure

Please note, as part of the electronic submission process, details from this application record may be aggregated, translated, modified or excluded in order to satisfy data input requirements of lender systems.

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Home Loan Application Checklist



Note:

To ensure a smooth experience for your customers through the credit assessment process, ensure the below items are provided.

Note: This checklist does not need to be submitted with the application.

Mandatory Items

For all applications:

- ☐ Signed **Home Loan On-Boarding Application form**
- ☐ Where applicable signed **Home Loan Supplementary Details Guarantor form**.
Upload the required documents on the ApplyOnline Submission checklist against the related category.

Additional Items as required

Supporting Documents

Income PAYG

PAYG - Base Income (excludes overtime, commission, casual etc.)

- ☐ Payslips less than 6 weeks old; or 3 months' salary credits.

Note: If CommBank account provide account details through application comments. If OFI account provide statements within 6 weeks from the date of application showing salary credits. Hand written payslips are not acceptable.

Bonus

- ☐ Letter(s) from employer or payslips showing the bonus amounts received over the past 2 financial years.

Note: Use the lower of the two years for servicing. CommBank will automatically apply 80% for servicing.

Overtime, casual, commission

- ☐ Overtime, commission and casual income must be regular and ongoing as part of the customers income.

Note: Verification period: Overtime 3 months, Casual 6 months and Commission 12 months.

Income Self Employed Full Verification

Sole Proprietor / Partnership / Company / Trust

- ☐ 2 years Personal Tax Returns – Existing customer* (most recent financial year as of 1 July) or New to Bank (most recent financial year as of 1 March); and
- ☐ Most recent ATO Notice of Assessment for individuals or accountant's letter that confirms the tax returns are final and have been lodged as is with the ATO; and
- ☐ Most recent Business Tax Return; and
- ☐ Business financial statements (accountant prepared Profit and Loss Statement and Balance Sheet) from the **most recent** financial year, showing the last two consecutive years profit and loss information.

Note: Sole Proprietors are not required to provide financial statements where business assets and liabilities are included within the application.

*Existing customer is defined as:

- Business / company must have 5 years trading history; and
- Having either an existing home loan or business loan or business transaction account with CommBank or Bankwest for more than 6 months; and
- Having demonstrated no defaults on their CommBank or Bankwest facilities or dishonours or overdraws on their business transactional account for the past 6 months.

Income Self Employed Simple Verification

- ☐ Letter from accountant and one of the below:
- ☐ Six months' salary credits to an account; or
- ☐ One payslip showing > six months YTD income; or
- ☐ One payslip showing < six months YTD income and
PAYG Payment Summary/'Tax ready' Income Statement or Tax Return.

Supporting Documents	
<u>Other Income</u>	<p>Rental Income</p> <p><input type="checkbox"/> Valuation report less than 90 days old; or</p> <p><input type="checkbox"/> Tax Return from the most recent financial year; or</p> <p><input type="checkbox"/> Rental statements from the real estate agent or property manager within 6 weeks of application submission; or</p> <p><input type="checkbox"/> Rental appraisal from a real estate agent only if the property has not been tenanted or is currently untenanted.</p> <p>Note: Refer to CommBroker for % of eligible income.</p> <p>Refer to CommBroker for information regarding Holiday Rental and all other income types.</p>
<u>Customer Behaviour Simple</u>	<p>Account conduct and commitment verification where applicable CCR data will be reviewed for a 6 month period.</p> <p>Customers Primary Transaction Account (PTA) is held with an OFI and Net Monthly Servicing is <\$500 provide:</p> <p><input type="checkbox"/> One month's PTA for OFI</p> <p>Note: Where customers hold their PTA with CommBank no statement required.</p> <p>If the borrower is a non-individual:</p> <p><input type="checkbox"/> Customers Business Transaction Account (BTA)</p> <p><input type="checkbox"/> One month's BTA for OFI</p> <p>Note: Where customers hold their BTA with CommBank no statement required.</p> <p>Note: Credit may require you to obtain further information where CCR data cannot be relied on.</p> <p>Note: CCR data is not provided on commitments below and you are required to provide supporting documentation for verification:</p> <p>Child maintenance; Centrelink debt; Court ruled debt; Australian Taxation Office (ATO) debt; Government study and training support loans (including HELP) ; Rental payments or board (included only if still payable after new home / investment loan is funded); Margin loan.</p>
<u>Security Documentation</u>	<p><input type="checkbox"/> Contract of Sale (Offer of Acceptance in Western Australia). Where required, valuations must be ordered upfront by Brokers and submitted with your application. Provide supporting documents according to CommVal decision:</p> <p>Note: Not required for HomeSeeker applications.</p> <p><input type="checkbox"/> CommVal reference number for accepted internal valuation; or</p> <p><input type="checkbox"/> External valuation document.</p>
<u>Genuine Savings / Funds to Complete</u>	<p>Where LVR is >90% evidence must be provided:</p> <p><input type="checkbox"/> Funds to complete</p> <p><input type="checkbox"/> Evidence of genuine savings 5% over the last 3 months.</p>
<u>Supplementary Information</u>	<p><input type="checkbox"/> Pricing approval PDF is required where a discount has been applied to the rate utilised on the application</p> <p><input type="checkbox"/> Interest only simulator is required when a customer has opted for interest only terms.</p>
<u>Construction Loan</u>	<p>Construction Loans provide:</p> <p><input type="checkbox"/> Building contract or builders tender including progress payment schedule; and</p> <p><input type="checkbox"/> Contract Variations (where applicable)</p> <p><input type="checkbox"/> Quotes for any Out of Contract items (where applicable)</p> <p><input type="checkbox"/> Contract of Sale for the land (where applicable).</p>

Additional information

For specific policy and requirements, please refer to the **Credit Policy** on CommBroker.



Home Loan On-Boarding Application



Purpose of this form:

This form must be used for: (1) all home/investment home loan applications; (2) any supplementary product offered by the Commonwealth Bank. By signing this form you agree to the terms set out in it.

Part A - Customer Acknowledgement and Broker Details

1. Acknowledgements

1.1. Privacy Consent (All to sign)

I/We agree to the Commonwealth Bank of Australia (the Bank) and the following people to collect and use my/our personal data, or any information about me or my company, in accordance with the terms in the Home Loan Customer Consent (HLCC) Pack, Part A:

- the person named below and any other person acting for the Bank or the Broker Head Group which has an agreement with the Bank;
- all other persons named as applicants in my/our credit application;
- in connection with any Bank product or the processing and accepting of any application for or the subsequent management of any credit.

1.2. Supplementary products/features

- I/We apply for the products indicated on this form and agree to the terms and conditions set out in Home Loan Customer Consent Pack that relate to those products.
- If I am applying for a credit card, I have reviewed the features and costs of the credit card (as set out in "Important things to know about credit cards" in the HLCC Pack, Part E), and the 'Key Facts Sheet' provided and confirm that it suits my/our needs.
- If I am applying for a credit card, I understand that after processing my/our application, the Bank may offer me/us a different card of the same family (e.g. Awards instead of Platinum Awards) from the card I/we selected.
- If I have selected to earn Qantas Points on my Award's credit card I understand that Classic Flight Reward seats are subject to capacity controls, availability is limited, and some flights may not have any Classic Flight Rewards available. Taxes, fees and carrier charges are payable to Qantas. Status Credits and Qantas Points will not be earned on Classic Flight Rewards. Visit qantas.com/classicflightrewards View Classic Flight Rewards for more information.
- If I/we am applying for a new Mortgage Advantage (MAV), I/we understand that by signing below, I/we agree to enter into a Package Agreement with the Bank governed by the Package Terms and Conditions and Mortgage Advantage Fact Sheet set out in the HLCC Pack and that the Package will be maintained on the Bank's package platform. A non-refundable annual package fee of \$395 will be payable in advance.
- If the Bank identifies an existing eligible package, I acknowledge that my loan will be added to the eligible package using the matching rules set out in the Package Terms and Conditions included in the HLCC Pack and a new MAV will not be created.
- If you are not satisfied with how the Bank has matched your loan to an existing package, you can change this by contacting **13 2221** or visiting one of our branches.
- If I/we am applying for my/our loan to be added to an existing MAV, I/we understand that a new MAV may be opened using the details provided if the Bank cannot identify the existing package.

1.3. Electronic Contact

- If I/we give the Bank email details, the Bank may also send me/us required documents by making them available on the Bank's website and sending me/us an email that the information is ready for retrieval. I/we understand that if I/we agree to this, a paper copy will not be sent, I/we should check my/our emails regularly and I/we can withdraw this consent at any time.
- Tells us your preferred option of receiving the Banks documents (including home loan statement, credit card statement):
☐ Online (must have NetBank) Or ☐ Paper
- If I/we give the Bank my/our electronic or telephone details, the Bank may use these to communicate with me/us, including providing updates, reminders and (unless I/we tell the Bank not to) marketing information. If I/we change my/our personal details (for example address or email address), I/we will inform the Bank as soon as possible.

1.4. Electronic Execution

I/We acknowledge and agree this form and other bank documents may be executed by electronic signature and delivered electronically to the Bank. 'Electronic signature' will be considered as an original signature for all purposes and will have the same force and effect as an original signature and include electronically scanned and transmitted versions of an original signature. By affixing my/our electronic or digital signature, I/we acknowledge and agree to the contents of this form.

1.5. Your Tax File Number

The Bank is authorised under the Income Tax Assessment Act to collect Tax File Numbers. It's not an offence if you don't provide it, but by law, we must then withhold a portion of the interest earned on the account.



Part A - Customer Acknowledgement and Broker Details

- 1.6. Payment of broker commission
I/We acknowledge that the Bank may pay a fee or commission to a third party if they introduced me/us to the Bank.
- 1.7. No advice on deposit products
I/We acknowledge that my/our broker has not given me/us a recommendation, statement of opinion, or a report of either of those things, intended to influence a decision concerning a Smart Access Account or NetBank.
- 1.8. Direct Marketing
I/We understand that if I/we do not wish to receive offers, I/we can tell you by visiting NetBank or by calling **13 2221**.
- 1.9 What you need to know about being a co-borrower
- We may require you to pay the full amount of loan repayments and any outstanding debt.
 - Failure to pay may result in debt collection, adverse credit rating and sale of assets.
 - A co-borrower differs from a guarantor - we can only require payment from guarantors after we've taken steps to collect the debt from the borrowers.

Broker reference number	Broker ID	Broker name
Not Required	CFAA255	Mr Shailendra Wadhwa
Customer 1 name (Full Legal Name(s))		Customer 2 name (Full Legal Name(s))
Mr Vikram Katikaneni		Mrs Bhargavi Puskuri
Company applicant name - Pty Ltd		Company ABN

NetBank (Internet Banking) - Tell us if you wish to apply for NetBank (please ensure you read the Home Loan Customer Consent Pack, Part C) Please tick (✓) one

☐ Customer 1: I wish to apply for NetBank.

☐ Customer 2: I wish to apply for NetBank.



Note:
Please complete 1.3 Electronic Contact to tell us your preferred method of receiving Bank's documents (online or paper).

Part B - Supplementary products and features

1. Mortgage Advantage - Complete this section if you wish to apply.



Note:
Individuals (Customer 1 & 2) and Company customers cannot be Package Owner(s) of the same MAV package. If both Individuals and Company are nominated as the Package Owner, then Package Owner will be the Company customer. At least one customer (either Customer 1 or 2) is to receive correspondence. If you have provided us with electronic contact details (including an email address or mobile phone number), we can send correspondence (including notices) for your Package to you electronically as set out in the HLCC Pack. If you do not want to receive correspondence electronically please indicate this below.

- ☐ Add my loan to existing package
- or
- ☐ Apply for a new package (please complete the table below)

	Package Owner(s) (please tick (✓))	Receive Correspondence (please tick (✓))	Method of Correspondence (please tick (✓) your preferred option)	
Customer 1 and/or;	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Electronic	<input type="checkbox"/> Paper
Customer 2 or;	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Electronic	<input type="checkbox"/> Paper
Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Electronic	<input type="checkbox"/> Paper



Part B - Supplementary products and features (continued)

2. Transaction Account & Card Options - Complete this section if you wish to apply (please ensure you read the HLCC pack, Part B).



Note:

Note: If no method of operation or both methods of operation are selected, the method of operation will be all must sign. If you tick in Account Ownership section, we will create one new account. If you are applying for more than one joint accounts with different Method of Operation, please call **13 2221** or visit any CommBank branch. Do you have a Commonwealth Seniors Health Card, Health Care Card or Pensioner Concession Card? If so, you may also be eligible for our low fee Streamline Basic account, which you may find more suitable for your needs. Find out more via our website commbank.com.au.

Transaction Account	Account Ownership (enter number of account(s) required in each box)			Method of Operation (please tick (✓) your preferred option)	
	Joint	Customer 1	Customer 2		
Everyday Offset account				<input type="checkbox"/> Either to operate	<input type="checkbox"/> All must sign
Smart Access account				<input type="checkbox"/> Either to operate	<input type="checkbox"/> All must sign

Switch an existing transaction account to an Everyday Offset account.

Account name (please insert name in full)

BSB

Account number

06



Note:

If you wish to link the new account(s) to an existing CommBank card(s), please call us **13 2221**. If you select card options for an account(s) with method of operation as 'all must sign', we will not order a card(s).

Card Options (available only if the method of operation is 'either to operate' for your account)	Tick (✓) your preferred card type:	
	Customer 1	Customer 2
	<input type="checkbox"/> Debit Mastercard or <input type="checkbox"/> Keycard	<input type="checkbox"/> Debit Mastercard or <input type="checkbox"/> Keycard
Everyday Offset account	<input type="checkbox"/>	<input type="checkbox"/>
Smart Access account	<input type="checkbox"/>	<input type="checkbox"/>
Viridian Line of Credit	<input type="checkbox"/>	<input type="checkbox"/>

3. Rate Lock (for fixed rate home/investment home loan only) or Trust Investigation Fee Direct Debit Request

☐ Rate Lock (for fixed rate home/investment home loan only)

☐ Trust Investigation Fee Direct Debit Request

If you are applying for Rate Lock and/or Trust Investigation, please ensure you read Home Loan Customer Consent Pack, Part D for important information about payment of the Rate Lock Fee/Trust Investigation fee by direct debit request.



Note:

- The reference rate is locked in on the date the Home Loan Onboarding Form (Part B - Section 3) is completed and received by the Bank.
- The reference rate will be locked in for 90 days from when the Rate Lock fee is charged.
- The rate lock fee is charged on the date we process your request. Please ensure you have the required funds in your nominated account so the fee can be debited.

I/We give permission for the Debit User (Commonwealth Bank of Australia (APCA user ID number 650 or 301813)) to:

- arrange for money to be debited from my/our account at the financial institution named below through the Bulk Electronic Clearing System or to debit my/our account by other means

- maintain the Direct Debit in accordance with the terms set out in Home Loan Customer Consent Pack, Part D.

I/We acknowledge that any Rate Lock Fee/Trust Investigation fee is not refundable even if I/we do not proceed with the loan.

I/We authorise the Bank to verify details of my/our account with my/our financial institution and for it to provide information to the Bank for that purpose.

Account name (please insert name in full)

Name of financial institution

BSB

Account number



Part B - Supplementary products and features (continued)

4. Credit Card - Complete this section if you wish to apply.



Note:

The primary cardholder should be the Package owner to qualify for the ongoing fee waiver. If no Package is selected then 1st year annual fee waiver will apply for eligible card type(s). The additional cardholder must be a home loan applicant. If you would like to nominate a third party person (outside home loan application) as an additional cardholder, please call **13 2221** or visit any CommBank branch.

You should refer to the "Important things to know about CommBank personal credit cards" and the "Key facts about CommBank's credit cards" included in the Home Loan Customer Consent pack provided with this application. If your application is successful, you will be provided with full details of the fees and charges payable in our letter of offer. For more information about our credit cards, visit our internet site

at: commbank.com.au/creditcards

Primary Cardholder ☐ Customer 1 OR ☐ Customer 2

Additional Cardholder (if required) ☐ Customer 2 OR ☐ Customer 1

Credit Card limit \$ or such lesser amount as I qualify for.

Credit Card type: ☐ Package (annual fee waiver) OR ☐ No Package (1st year annual fee waiver)

Personal Credit Card type - Please tick (✓) one.

☐ Awards ☐ Platinum Awards ☐ Diamond Awards ☐ Ultimate Awards* ☐ CommBank Neo*

☐ CommBank Essentials* ☐ Low Rate ☐ Low Rate Gold ☐ Low Fee ☐ Low Fee Gold

Business Credit Card type (Personal Liability Business Card) - Please tick (✓) one.

☐ Business Awards ☐ Business Platinum Awards ☐ Business Low Rate* ☐ Business Interest-free Days*

☐ CommBank Neo Business*

Choose your rewards program (Awards card applicants only). Please tick (✓) one box only

☐ **CommBank Awards**- Redeem your Awards points instantly in-store at Myer or Flight Centre, or choose from a range of items including Gift Cards, electronics, appliances, cash back and more.

☐ **Qantas Points** - Qantas Frequent Flyer members can opt-in to earn Qantas Points to use towards flights, flight upgrades, hotel stays, wine or shopping at the Qantas Rewards Store. Choosing to earn Qantas Points incurs an additional, non-refundable fee of \$30 per year, charged when you opt-in and each subsequent year on the anniversary of your opt-in.

Qantas Frequent Flyer Number



Note:

Minimum Credit Card limits are CommBank Essentials: \$400 (max. \$3,000), CommBank Neo and CommBank Neo Business: \$1,000 (max. \$3,000), Standard: \$500, Gold: \$4,000, Platinum and Ultimate Awards: \$6,000, and Diamond Awards: \$15,000. *(not eligible for package/1st year fee waiver)

Part C - Customer Acknowledgment (signature required)

I authorise my broker, **Mr Shailendra Wadhwa**

as an access seeker, to receive information that is contained in my credit report from the Bank to assist in the assessment of my credit application. Where the Bank seeks to verify the Broker is acting on my behalf, I authorise my broker to provide such personal information as is reasonably requested by the Bank including, for example, my full name, date of birth, previous address and driver's licence.

☐ Yes ☐ No

Signature of Customer/Director/

Beneficiary/Trustee 1

Date

14/4/22

Signature of Customer/Director/

Beneficiary/Trustee 2

Date

14/4/22



Part C - Customer Acknowledgment (signature required) (continued)

This signature is important and will be used to verify your home loan documents. Please ensure that you use this signature for all future home loan documents.

- I confirm that the information provided by me on this form and to the broker (which the broker has read back to me), including my tax residency information, is true and correct and that I will inform you as soon as any of that information changes.
- If I am or may become a co-borrower, I've read section 1.9 and understand the risks of being a co-borrower and I understand the difference between being a co-borrower and a guarantor.
- I consent to my identity being verified electronically. This may include video conferencing or sharing my personal information with an organisation that provides electronic identity verification services authorised by the Commonwealth Bank.

Signature of Customer/Director/

Beneficiary/Trustee 1

Date

14/4/22

Signature of Customer/Director/

Beneficiary/Trustee 2

Date

14/4/22

Part D - Broker Disclosure

I confirm:

- All applicable requirements have been satisfied, including but not limited to the verification of all savings, income, commitments, liabilities and other information supporting this application.
- I have discussed the customer's responses and explanations to CommBank's questions together with the supporting documents having regard to the material changes to CommBank's responsible lending questions and assessment criteria presented by Coronavirus, and how CommBank assesses the customer's post-Coronavirus affordability.
- I have completed preliminary assessment of the customer(s) needs and objectives required under Responsible Lending guidelines.
- I have provided the Home Loan Customer Consent Pack to the customer.
- I have offered the customer Rate Lock (fixed rate loans only) and explained that without Rate Lock, fixed rates are subject to change up until the loan (if approved) is funded.
- Where a co-borrower is not receiving a substantial benefit from the loan, I confirm that during my dealings in connection with the loan application: that no applicant has stated that he or she is subject to financial abuse and I did not notice anything which caused me to consider the co-borrower(s) are experiencing financial abuse.
- I have obtained the tax residency information from the customer.

Customer Identification

I confirm - Please tick (✓) option below:

- ☐ Where I personally conducted a face-to-face interview, I identified the borrower(s) by sighting and verifying original customer identification documents in accordance with the policies outlined by the Commonwealth Bank.
- ☐ Where I did not conduct a face-to-face interview, I directed the borrower(s) to complete their verification of identity by the certified copies (prescribed person) method, or any other method authorised by the Commonwealth Bank. Where the certified copies method was used, I confirm that I received the original Certified Copies of Identification Form duly completed and signed by the prescribed person and have forwarded it to the Commonwealth Bank.

Alternate identification methods due to Coronavirus

- ☐ Where I did not conduct a face-to-face interview, I personally conducted an interview via video conferencing:
- I identified the borrower(s) by sighting and verifying customer identification documents during the video conferencing interview in accordance with the policies outlined by the Commonwealth Bank; and
 - the Person Being Identified is a reasonable likeness (for example the shape of his or her mouth, nose, eyes and the position of his or her cheek bones) to the Person depicted in those photographs.

State the reason for non face-to-face or certified copies identification method not being completed OR if customer ID was completed using different methods, please add details of how each individual customer was identified for this application

Broker signature

Date

Broker name

Mr Shailendra Wadhwa

Home Loan Customer Consent Pack

Purpose

This document tells you about:

- why we collect your personal information and how we use and exchange your information with others. This form also tells you about our privacy practices. You must give us accurate and complete information; otherwise you may be breaking the law and we may not be able to provide you with the products and services that best suit your needs.

'you' includes individual borrowers and any person who holds office in an entity which is a borrower.

'we' means Commonwealth Bank of Australia and its agents.

'Group' means us and our subsidiaries.

'your information' means information about you or your entity (such as name and contact details), your interactions with us (such as card transactions) and your credit history (such as amount borrowed, whether you fail to make any repayments on time and information obtained from credit reporting bureaus). It may also include information about you that is publicly available, for example from public registers or social media.

- the supplementary banking products that you can apply for using the application form. If you'd like to obtain a copy of the usual terms and conditions for any product please call **13 2224** or visit any Commonwealth Bank branch. We recommend that you obtain and read the relevant terms and conditions to find out if the product is right for you.

Part A – Privacy, Co-Borrower and Identification Verification Information

What you need to know

1. Why we collect your information and what we use it for

We collect your information to identify you in accordance with the *Anti-Money Laundering and Counter-Terrorism Financing Act*, and if you are giving a mortgage, certain State property laws, e.g. the Real Property Act in NSW, and if you are applying for the First Home Loan Deposit Scheme, The National Housing Finance and Investment Corporation (NHFIC) Rules, and to assess your application for credit under the *National Consumer Credit Protection Act* if applicable.

We also collect it to administer our customer relationships, for internal processes including risk management and pricing, to meet our obligations in relation to external payment and credit reporting systems, for our own funding arrangements, and (unless you tell us not to) to identify and tell you about products and services that may interest you.

In some cases, we collect sensitive information for specific purposes. For example, in assessing an application you make for hardship relief, we may collect information about your health.

2. Exchanging information with CRBs and others involved in credit

We exchange your information with credit reporting bodies (**CRBs**); other credit providers; persons who are involved in arrangements that provide funding to us; and third parties providing fraud detection services in order for us or them to:

- decide whether to accept you/your entity as a borrower or advise as to risks of acceptance;
- manage credit borrowed by you/your entity and collect overdue payments; and
- facilitate or manage funding arrangements.
- In addition, you authorise us to:
- obtain a consumer credit report from a CRB to assess an application for, or collect overdue payments of, commercial credit for which you or your entity has applied;
- obtain commercial credit information about you in order to assess an application by you for consumer credit; and
- disclose to CRBs whether you have made repayments on time.

You also authorise CRBs to disclose your information (including consumer credit information) to a trade insurer in order for that insurer to assess the risks relating to providing insurance to us.

The CRBs we use are:

Equifax: www.equifax.com.au

Experian: www.experian.com.au/credit-services; and

Illion: www.checkyourcredit.com.au

See our Privacy Policy for how to access CRB credit information handling policies and information about your rights if you suspect you may be a victim of identity fraud and regarding use by CRBs of your information for marketing purposes.

You have rights to access any credit-related information from us, to request us to correct the information, and to make a complaint to us in relation to the information.

3. Exchanging information with guarantors

You authorise us to give any current or prospective guarantor or security provider any information concerning you/your entity so that they can decide whether to act as guarantor/security provider. This includes information about any facility to be guaranteed (and any facility to be refinanced by it).

4. Other people we may exchange your information with

You authorise us to exchange your information with members of the Group who may use your information for any of the purposes we can.

We may also exchange your information with others outside the Group, for example, all other persons named as applicants in your credit application, your employer (to verify information you have provided) any organisation providing verification services (including electronic verification) of your identity, representatives, franchisor or builder, mortgage insurers, brokers and agents who refer your business to us, our service providers, other financial institutions, debt collectors and debt purchasers, NHFIC and relevant public registers.

Sometimes, it may be necessary to send your information overseas – for example, where we outsource functions overseas, send information to Group members overseas, where we need to complete a particular transaction on your behalf or where this is required by laws and regulations in Australia or in another country. See our Privacy Policy for more information.

5. What you need to know about being a co-borrower

- We may require you to pay the full amount of loan repayments and any outstanding debt.
- Failure to pay may result in debt collection, adverse credit rating and sale of assets.
- A co-borrower differs from a guarantor – we can only require payment from guarantors after we've taken steps to collect the debt from the borrowers.

Part B – Smart Access, Everyday Offset account, Viridian Line of Credit and Equity Unlock Loan for Seniors

This section provides important information about supplementary banking products. Use the application form to apply for these banking products.

This form is not an offer or acceptance of credit.

When we send you the terms and conditions Transaction, Savings and Investment Accounts

We will send you the terms and conditions when we approve your account. You indicate your acceptance of our terms and conditions when you receive them and make your first deposit to the Smart Access or Everyday Offset account.

Viridian Lines of Credit and Equity Unlock Loan for Seniors

If we approve your application for a Viridian Line of Credit or Equity Unlock Loan for Seniors, we will send you a Consumer Credit Contract Schedule and our Usual Terms and Conditions which is contained in the Consumer Mortgage Lending Products Terms and Conditions booklet. You indicate your acceptance of our terms and conditions when you sign and return one copy of the Consumer Credit Contract Schedule to the Bank.

Part C – Authority for NetBank

This section provides important information about supplementary banking products. Use the application form to apply for these banking products.

This form is not an offer or acceptance of credit.

When we send you the terms and conditions NetBank

NetBank – If we approve your application for NetBank we will provide you with an client number and password. You accept our Electronic Banking General Information and Terms and Conditions and NetBank Security Precautions when you log in to NetBank for the first time.

Electronic Statements and Notices

It is possible to elect to receive your statements and notices for transaction accounts and credit cards electronically. If you chose this option, you need to be aware of the following matters:

1. You will not receive paper statements and notices and instead will receive them electronically through NetBank.
2. There may be times when we may still choose to send you a particular notice by paper.
3. We will notify you electronically when a statement or notice is ready to view.
4. You will need to check your emails and messages in NetBank regularly and advise us if you change your email address.
5. If you change your mind and would like to re-commence receiving paper statements you can do this through the CommBank app, NetBank, by calling **13 2221** or calling at any Commonwealth Bank branch.

Part D – Direct Debit Service Agreement for Rate Lock Fee / Trust Investigation Fee Payment

This section provides important information about requesting a direct debit to pay the Rate Lock fee or Trust Investigation fee. Use the application form, to apply for this banking product.

Important Information

The Rate Lock Fee / Trust Investigation Fee is non refundable

Any Rate Lock fee/Trust Investigation Fee is not refundable even if you do not proceed with the loan.

Debiting money from your account

When you apply for a Direct Debit Request you ask us to arrange for money to be debited from a suitable account in your name. We will do this if: an Application Fee applies; you selected Rate Lock in your application and the Rate Lock Fee is payable at the time you applied; a Trust Investigation is required and the Trust Investigation fee is payable at the time you applied; or either according to your loan agreement with us or as provided in this Service Agreement. The amounts we will draw are shown in your loan agreement or any later variations that have been agreed to by you and us.

We can only draw a greater amount if instructed by you or the person authorised under the operating authority you gave us.

If the amount due under the loan agreement decreases we may draw a lesser amount from your account. We may continue to draw the higher amount unless you tell us otherwise.

When we arrange a debit

We will arrange for funds to be debited from your account which you requested and authorised in the Direct Debit Request.

We may also debit funds according to any notice we send you specifying the amount you must pay and the due date. We can also arrange a debit from your nominated account in accordance with this Service Agreement. If a date when a payment falls due is a non-working day or a national public holiday, we will process the payment on the next working day.

You must keep enough money in your account to cover debit payments

Please make sure that you have enough money in your account when payments are to be drawn. If you don't, and you can't make the payment, then we may charge you a fee and any payments will be regarded as not made.

We will then try to debit the full or partial payment of any amount overdue from your nominated account (if the account is conducted with us) on a day after the payment due date. Direct Debiting through Bulk Electronic Clearing System is not available on all accounts. If you're not sure, please ask your financial institution.

Part D – Direct Debit Service Agreement for Rate Lock Fee / Trust Investigation Fee Payment (continued)

Checking your account

Please check your account details against a recent statement from your financial institution. If you have any doubts, please check with your ledger financial institution before completing the Direct Debit Request. You should also advise us if your nominated account is altered, transferred or closed.

If you think we've made a mistake in debiting your account please contact your local branch so that we can resolve your query.

Confidentiality

We will keep your records and account details private and confidential. We will only disclose them if you ask us to or the financial institution asks us in connection with a claim made to an alleged incorrect or wrongful debit, or otherwise as required by law.

Changes to our Agreement with you

We will give you at least 14 days' notice if we propose to vary any of the terms of these debit arrangements.

How to contact us

If you want to postpone a debit, alter your debit arrangement, stop or cancel your Direct Debit Request, or alter anything else to do with the arrangement please call us on **13 2224** or visit any Commonwealth Bank branch.

Part E – Commonwealth Bank Credit Card

This section provides important information about supplementary banking products. Use the application form to apply for these banking products.

This form is not an offer or acceptance of credit.

When we send you the terms and conditions

Credit Cards (Commonwealth Bank Credit Card)

If we approve your application for a credit card account we will send you a Schedule of Credit Card Particulars and Credit Cards Conditions of Use. You indicate your acceptance of our terms and conditions when you activate your credit card account.

Part F – Low Documentation Loan

Where you are self-employed but cannot provide 2 years of personal and business financials and tax returns and Australian Tax Office (ATO) Assessment Notices, you may elect to sign a Low Documentation Declaration form which will be provided to you.

In addition to this Low Documentation Declaration, you will be asked to provide 12 months of ATO verified Business Activity Statements (BAS). We will also need to check that your income is registered for Goods and Services Tax (GST).



Want to access special discounts on your home loan and credit card?

Home Loan Packages guide

A Home Loan Package can help you save money by having access to fee waivers and interest rate discounts on your eligible home loan(s) and fee waivers on an eligible credit card.

This guide will help you understand the features and benefits of our Home Loan Package offering and important things to consider before applying.

Key considerations for our Home Loan Packages



Packages we offer

We offer two Home Loan Packages (both provide the same benefits):

- **Wealth Package** (for customers who apply with a CommBank Home Lending Specialist); and
- **Mortgage Advantage** (for customers who apply with a Broker).

Home Loan Package benefits described are for Packages requested:

- On or after Monday 3 April 2017; and
- Packages applied for or requested before Monday 3 April 2017 (only if you have been notified that your Package has been set up on, or transferred to, the Bank's package platform).

For benefits of Home Loan Packages opened before this date speak to your Home Lending Specialist or Broker, call **13 2224** or visit your nearest CommBank branch.



Eligibility

- Must currently have or be applying for a home loan with an initial 'package lending balance'¹ of at least \$150,000 when you apply for your Home Loan Package.
- A Home Loan Package can be established in single or joint names or in the name of one corporate entity. It cannot be established in the name of a business or family investment trust. Trust loans can be linked to the trustee Package (personal or company) where the trustee is an applicant (i.e. the borrower) on the home loan.
- The following home loan products are eligible for a Home Loan Package:



Standard Variable Rate home loan

Benefit from flexible product features like a variable interest rate, multiple free offset accounts, redraw and various repayment options (including unlimited additional repayments) and more (e.g. access to bridging and construction loans).



Fixed Rate home loan

Fix your home loan interest rate for a period of time, so you have the confidence to budget accurately, plan ahead and have the certainty to know exactly what your repayments will be for 1 – 5 years.



Viridian Line of Credit

Gives you the flexibility to use the equity in your home. A revolving line of credit with an approved limit and no set term or fixed repayments, is a suitable option for people who are comfortable managing their own debt and consolidating their financial affairs.



For more information on these loan types, refer to our Home Loan Customer Guides available on commbank.com.au/factsheets



Financial

- The annual package fee is \$395.
- This will be debited to an eligible home loan account or, in some circumstances may be redirected to a related transaction account for the home loan (e.g. for Interest Only loans).

¹'Package lending balance' is the sum of the account balances of eligible home lending accounts and the credit limit of Viridian Line of Credit accounts that you have with us at the time you apply for a Home Loan Package. Eligible home loans are limited to those accounts that can be included in Home Loan Package, as set out in the table above.



Other considerations

- Home Loan Package benefits are only available while you have a current eligible home loan(s) and have paid the annual package fee.
- Credit card annual fee and additional cardholder fee (where applicable) will only be waived while you have a current Home Loan Package and have paid the annual package fee.



Benefits



Save on home loan interest

Ability to access standard package discounted rates on eligible home loans and the ability to apply for further special interest rate discounts on top of the standard package discount, meaning you'll pay less interest, to help you pay off your home loan sooner.



Save on home loan fees

No upfront home loan establishment fees and monthly home loan service fees.



Save on an eligible credit card product

Annual fee and additional cardholder fee (where applicable), waived on one eligible credit card (one credit card only per package).

There are no limits to the number of eligible home loans linked to your Home Loan Package as long as they are in the same name(s) as the Home Loan Package.

Home Loan Product	Interest rate discount p.a.	Upfront establishment fee waived	Loan Service Fee waived ²	Top up fee waived
Standard Variable Rate home loans	0.70% p.a.	Save \$600	Save \$8 per month	Save \$300 if your loan is topped up
Fixed Rate home loans	0.15% p.a.	Save \$600	Save \$8 per month	Save \$300 if your loan is topped up
Viridian Line of Credit	0.70% p.a.	Save \$600	Save \$12 per month	Save \$300 if your limit is increased



Speak to your Home Lending Specialist or Broker for our current interest rates or go to commbank.com.au/home-loans/interest-rates

² The Loan Service Fee is waived every month while your eligible home loan participates in a Home Loan Package.



Credit Card Products

Benefits

Diamond Awards Credit Card

Platinum Awards Credit Card

Gold Awards Credit Card (no longer for sale)

Awards Credit Card

Low Fee Gold Credit Card

Low Fee Credit Card

Low Rate Gold Credit Card

Low Rate Credit Card

Business Platinum Awards Credit Card

Business Gold Awards Credit Card

Business Awards Credit Card

For one eligible credit card account in the name of a package holder:

- **No annual credit card fee** – Save from \$29 up to \$349 per year
- **No additional card holder fee** – Save up to \$10 per year (where eligible)

Note: This benefit may apply to existing cards for future fees only.



For more information on these credit card types, go to commbank.com.au/creditcards



How to apply

You can apply for a Home Loan Package either as part of a new home loan application or for an existing home loan by:


- Speaking to your Home Lending Specialist or Broker directly;
- Calling us on **13 2224**; or
- Visiting any CommBank branch



How does it work?

Meet Yasmine³

Yasmine has taken out a Standard Variable Rate Home Loan of \$500,000 for 30 years with a Home Loan Package and a Platinum Awards Credit Card. Let's see how she saved money with her Home Loan Package.

Benefits	First year savings	Second year [^]
0.70% p.a. interest rate discount on \$500,000 Standard Variable Rate home loan	\$3,493	\$3,475
Home Loan Establishment fee waived	\$600 ⁴	N/A ⁴
Home Loan monthly Loan Service Fee waived	\$96	\$96
Annual fee waived on Platinum Awards Credit Card	\$249	\$249
Minus the annual package fee	-\$395	-\$395
 Yasmine's savings	\$4,043	\$3,425

Should Yasmine choose to borrow more money by topping up her loan, she can save an additional \$300 (top up fee is waived as part of the Home Loan Package) per top up application. Our standard lending criteria applies.

³The example is for illustrative purposes only. It assumes interest rates don't change over the life of the loan and are calculated on the rate that applies for the initial period of the loan. The calculations assume no additional repayments or redraws are made and no offsets. In this example, the standard package interest rate discount is applied to the Standard Variable Rate Home Loan at 4.55% p.a. (discount of 0.70% p.a. making it 3.85% p.a.). The calculations do not take into account any other fees or charges that may be charged to your loan (such as stamp duty). Please note interest rates may change at any time and standard fees and charges are payable.

⁴The establishment fee will no longer be applicable after the first year.

[^]Your total Home Loan Package savings will decrease in subsequent years as your home loan balance decreases.

Common Questions

How do I pay the annual package fee?	<p>The annual package fee will be charged to an eligible home loan account participating in the package, or in some circumstances may be redirected to a related transaction account to the eligible home loan (for example, for Interest Only loans). If you don't have enough money to cover the full package fee, we'll then charge it to your nominated home loan account.</p> <p>Where the package fee is charged to an eligible home loan account, to ensure you do not incur interest on the fee, you should arrange for it to be paid (by transferring money into your loan account) as soon as it becomes due. If you have a Fixed Rate home loan and transfer money into your loan account, it'll be treated as an additional repayment. Keep in mind, an Early Repayment Adjustment and Administrative Fee may apply if additional repayments thresholds are exceeded in any fixed term year.</p> <p>For more information on how and when the annual package fee is charged or to change the nominated home loan or related transaction account to which the fee is charged speak to your Home Lending Specialist or Broker. Alternatively call us on 13 2224, any day or visit any CommBank branch.</p>
What if my loan is offset?	<p>You'll receive an interest rate discount on any outstanding home loan balance, less the amounts included in a linked offset.</p> <p>For example, if you have a Standard Variable Rate home loan with a balance of \$400,000 and an Everyday Offset with a balance of \$200,000, then the discount is applicable to the remaining loan balance of \$200,000.</p> <p>The Home Loan Package interest rate discount is applied automatically, so if your offset balance or home loan balance changes then this will be adjusted.</p> <p>If you have significantly offset your eligible home loan(s), then you should consider if a Home Loan Package provides enough benefits for your situation.</p>
How do I see what benefits I have received on my existing Home Loan Package?	<p>You can view your Home Loan Package details on NetBank by selecting 'View Package' in your home loan account information.</p>
What happens if a non-eligible home loan becomes eligible?	<p>We'll automatically link any home loans that become eligible (for example due to a product switch), after the switch is complete.</p>
What happens to my Home Loan Package if I discharge one or more of my eligible home loans?	<p>The annual package fee is payable in advance and is non-refundable. If you discharge one or more your home loan(s), and you no longer hold eligible home loan(s), then your Home Loan Package will be cancelled at the next renewal anniversary or earlier.</p> <p>You may still receive Home Loan Package benefits on any eligible credit card you hold until the cancellation of your package.</p>
What happens when I close my package?	<p>When the Home Loan Package is closed, all discounts will be removed, including the standard package discount and any special margins and/or concessions above the Home Loan Package benefits (whether pending or applied).</p> <p>Any eligible fee waivers applied as a Home Loan Package benefit such as the annual credit card fee waiver, additional cardholder fee waiver and the loan service fee waiver will be removed and the associated fees will become applicable at the next fee assessment date.</p>

For more information refer to the [Package Terms and Conditions](#) available at commbank.com.au/factsheets

We're here to help

If you have any questions or want more information:



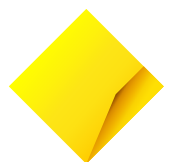
Book an appointment with a Home Lending Specialist at commbank.com.au/appointment or contact your Broker.



Call us on 13 2224



Visit commbank.com.au/wealthpackage



Things you should know: Where existing products can be added to a Home Loan Package, concessions only apply from the date of inclusion in the Home Loan Package. Home Loan Package benefits cannot be combined with other discounts and/or special offers. Where multiple discounts and/or special offers are available on a single product, the benefits (as appropriate) will apply. This guide doesn't consider your individual objectives, financial situation or needs. Before basing any decisions on this information please:

- Consider its appropriateness to your circumstances.
- Consider obtaining professional advice specific to your needs, including financial, taxation and legal advice.

Loan applications are subject to credit approval and any loan offer includes full terms and conditions. Fees and charges apply – see our fees and charges brochure. All examples and scenarios are illustrative only. Information in this guide, including interest rates and fee amounts, is subject to change without notice.

Commonwealth Bank of Australia ABN 48 123 123 124, AFSL & Australian credit licence 234945.

Package Terms and Conditions.

About these terms and conditions

These terms and conditions apply to a Wealth Package/Mortgage Advantage that is maintained on the Bank's package platform. The terms and conditions apply to:

- ◆ Wealth Packages applied for on or after 3 April 2017 (all packages applied for on or after 3 April 2017 are set up on the package platform);
- ◆ Wealth Packages applied for or requested prior to 3 April 2017 only if we have separately notified the package holder(s) that the package has been set up on or transferred to the package platform and that these terms and conditions apply;
- ◆ Mortgage Advantages where either documentation you received at the time of application (including these terms and conditions) indicated the package is being set up on the Bank's package platform or we have otherwise notified you that your package is being transferred on to the platform and that these terms and conditions apply.

The features that apply for packages managed on our package platform are slightly different from packages that are not on the platform (off-platform packages). This means that:

- ◆ these terms and conditions are different to, and apply in place of, current Section 3 of our Consumer Mortgage Lending Products Terms and Conditions, which only applies to off-platform packages. The Consumer Mortgage Lending Products Terms and Conditions have been or will be provided to you as part of your home loan documentation.
- ◆ the package Fact Sheet that applies to your package is different to the package Fact Sheet that applies to off-platform packages.

Currently both sets of documentation (platform and off-platform) are available on our website.

Wealth Package and Mortgage Advantage

Wealth Package and Mortgage Advantage are similar offerings of concessions and benefits we offer to our customers with an eligible home loan/investment home loan/line of credit. Wealth Package is available to customers who apply directly to us and Mortgage Advantage is available to customers who apply through their broker.

If the Package Agreement you have with us is for a Wealth Package, in these terms and conditions we refer to Wealth Package as the "package".

If the Package Agreement you have with us is for a Mortgage Advantage, in these terms and conditions we refer to Mortgage Advantage as the "package".

Terms and Conditions

P1. Package Agreement and eligible home loans

- (a) The Package Agreement that governs your package with us is made up of these terms and conditions and the Wealth Package or Mortgage Advantage Fact Sheet provided to you at the time you applied for your package (as amended from time to time in accordance with these terms and conditions).
- (b) To the extent there is any inconsistency between the Package Agreement and the credit contract that applies to an eligible home loan participating in the package, the terms of the credit contract will apply.
- (c) Establishment of a Package Agreement is not a loan approval, and the Bank's normal credit criteria and assessment continue to apply to any application you have made, or will make, for any loan you wish to be included in your package.

P2. Definitions

In these terms and conditions:

“eligible home loan” means a home loan with us where:

- you are a borrower on the loan;
- the loan is a ‘Standard Variable Rate’, ‘Fixed Rate’ or ‘Viridian Line of Credit’ loan; and
- the loan is not already linked to another CBA package (whether called “Wealth Package” or “Mortgage Advantage”).

“eligible products” means those products defined in the applicable package Fact Sheet as being entitled to receive package benefits.

“guarantor” means a person, company or trust that helps you secure a home loan by offering their own property (or properties) as additional security for the loan, and/or by contributing additional income to help you service the loan.

“nominated home loan account” means the account to which the package fee is charged.

“off-platform package” means any package that is not a platform package.

“package holder” is the individual(s) or entity in whose name the package is held.

“package lending balance” has the meaning specified in clause P3(d).

“platform package” means any package that the “About these terms and conditions” section above identifies these terms and conditions apply to.

“related transaction account” has the same meaning given to the term “Related Account” in the Bank’s Consumer Mortgage Lending Products Terms and Conditions.

“you” refers to the package holder(s) or package applicant(s).

“we” or **“us”** or **“the Bank”** refers to the Commonwealth Bank of Australia.

P3. How to qualify for, and operate, the package

(a) Who is eligible to apply for the package?

The package can be established in up to two individuals’ names, or in the name of a single corporate entity. For joint packages at least one of the joint package holders must be an account holder (i.e. a borrower) of an eligible home loan and both joint package holders must have at least one joint home loan or line of credit facility. The package cannot be established in the name of a business or family trust. Trust loans can however be linked to the trustee package (personal or company package) where the trustee is an applicant (i.e. the borrower) on the loan. For example, a loan held in the name of “John Smith ITF The Smith Family Trust” can have a package established in the name of John Smith as the Trustee.

You cannot apply to be a package holder if you are already a package holder on any other package unless specifically agreed with you.

Only home loans accounts where a package holder is an account holder (i.e. a borrower) of the eligible products are entitled to participate in the package.

Where there is currently one package holder in an individual name, a second package holder in an individual name can be added where they currently hold a joint loan with the existing package holder. A new Package Application is required to do this.

(b) How do you operate your joint package?

For joint packages, references to “you” in these terms and conditions are references to both individuals, and obligations specified in these terms and conditions apply to those individuals jointly and severally.

Other than cancellation of the Package Agreement (see clause P8. “Cancelling or Exiting this Package Agreement” below), instructions in relation to this Package Agreement may be given by either of you acting on your own (i.e. either one to operate) and by entering into the Package Agreement you appoint each other as your agent to give instructions on your behalf under this Package Agreement.

Eligible home loans held either solely by a package holder or jointly by a package holder with another person who is not a joint owner of the package, will participate in the package. If your loan is linked to a package, then the annual package fee may be charged to the loan regardless of the method of operation for that loan. If you are a joint holder of a package, we may exchange information relevant to your package such as your loan and/or account numbers with the other package holders. This is to administer your package and the numbers will be masked (i.e. XXXXXX123).

(c) Are corporate entities able to enjoy all the benefits of the package?

There are certain package benefits that are available for products that can only be opened in a personal name. A corporate entity will not be able to take up these products. As a result, a corporate package holder will not have access to the package benefits for these products.

(d) What is the “package lending balance”?

The package lending balance is the sum of the account balance(s) of eligible home loans that are participating within the package. Where there are joint package holders, the package lending balance takes into account the balance of any eligible loans held by either of the package holders (by themselves or with additional account holders) that are participating in the package.

For new loans, the amount you have applied for will be notionally included as part of your package lending balance.

However, if that application is not approved or, if it is approved and the home loan is not funded or is funded for a lower amount than that applied for, then in the Bank’s discretion, the package lending balance may be adjusted to reflect that and:

- (i) if that means you have no eligible home loans, the Bank is not obliged to provide you with any of the package benefits, and may cancel the Package Agreement at any time in accordance with section P8. “Cancelling or Exiting this Package Agreement”;
- (ii) if your package lending balance is no longer equal to or greater than the minimum amount required in the package Fact Sheet, the Bank may immediately terminate this package and all benefits under it by written notice to you.

(e) What is the initial minimum package lending balance required?

To qualify for the package you must have a package lending balance equal to or greater than the minimum amount specified in the applicable package Fact Sheet as at the time that you apply for the package.

(f) What is the requirement to maintain ongoing eligibility of a package?

To maintain ongoing eligibility for the package and the benefits it offers, you must have a current eligible home loan or line of credit facility to which the package applies and have paid your annual package fee.

If at renewal you do not have a current eligible home loan or line of credit facility that is participating in your package, then the Bank is not obliged to provide you with any of the package benefits, and may cancel the Package Agreement at any time in accordance with section P8. “Cancelling or Exiting this Package Agreement”.

P4. Understanding how the benefits work

(a) What benefits are available under the package?

You are entitled to the benefits set out in the applicable package Fact Sheet provided to you at the time you applied.

(b) What accounts/products can package benefits be applied to?

Package benefits are only available for accounts and products as specified in the package Fact Sheet that applies to your package.

(c) Do package holders have to be an account/product holder?

Eligible products can only participate and receive benefits under the package if it is held by a package holder. It is sufficient if the package holder is one of a number of account/product holders who jointly hold the eligible product. For joint packages, it is sufficient if at least one of the joint package holders is an account/product holder of the eligible products.

Notwithstanding the above, for corporate packages only, one credit card held by a director of the corporate entity may participate in the package. Package benefits, including the director’s credit card participating in the package, may be viewable by all individuals authorised to view the corporate package benefits.

(d) How will the Bank deal with other eligible home loans?

You cannot exclude any eligible loans from your package, either existing lending or future lending. We will add your eligible home loans to a platform package without an express instruction from you to do so, including if:

- (i) at the time we establish your package we identify an eligible home loan to which package benefits could be applied that is not currently participating in any platform package; or
- (ii) you obtain a new home loan that is eligible to participate in a platform package, but is not linked to a package at the time it is established; or

(iii) as a result of:

- ◆ a product switch or rollover; or
- ◆ a change in the status of your home loan where a status that was previously ineligible becomes eligible.

You agree that if these circumstances arise, we may:

- (i) if this package is the only platform package to which the eligible home loan could be added, add the eligible home loan to this package; or
- (ii) if there is more than one Wealth Package or Mortgage Advantage maintained on our package platform to which the eligible home loan could be added (the Potential Packages), add the loan to:
 - A. whichever of the Potential Packages will provide higher benefits;
 - B. otherwise, to one of the Potential Packages as determined by us in our sole discretion.

You acknowledge and agree, that:

- (i) this could result in the eligible home loan that is participating in an off-platform package being added to a platform package. However, this will not terminate the off-platform package, including that any applicable package fee will continue to be charged under that off-platform package, unless you ask us to close the off-platform package; and
- (ii) if there are two or more Potential Packages, we may add an eligible home loan to a package in circumstances where you would receive a higher interest rate discount if the loan had been added to one of the other packages.

You can view your platform package and the home loans that are included in each platform package in NetBank. You can obtain details about any off-platform package you hold with us or provide us with instructions in respect to how you want your eligible home loan(s) to be allocated to your packages at any time by visiting any CommBank branch or calling 13 2224.

(e) What happens to my eligible home loans when they are added to a package?

You agree that the credit contract for any existing home loan you select to participate in this package or that is added to this package by the Bank as agreed under clause P4(d) of these terms and conditions is amended as follows:

- (i) while an applicable package is in place the applicable interest rate discount margin (based on your package lending balance), if any, as set out in the package Fact Sheet or otherwise specifically agreed with you, will apply to the loan;
- (ii) the following fee applies and is inserted into Item F of the Consumer Credit Contract Schedule for the eligible home loan:

Wealth Package/ MAV package fee	<p>The fee is payable if a Wealth Package or MAV applies to this loan.</p> <p>The fee is only payable under this loan if it has not already been charged under another participating loan. If the package is established with:</p> <ul style="list-style-type: none">◆ a new home loan, the initial fee is payable 30 days after settlement/funding; or◆ an existing loan(s), the initial fee is payable 30 days after the package has been established. <p>After this, the fee is payable annually on the anniversary of the settlement/funding date or package establishment date (as applicable) thereafter.</p> <p>If the fee cannot be charged under another participating loan, it may become payable under this loan. We do not direct debit an amount from your related account to pay the fee. You must arrange a transfer to the loan account to pay the fee.</p>	<p>\$395.00 per package per annum</p>
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(iii) the following clause is added to your home loan (at Item L of the Consumer Credit Code Schedule):

Package concessions	Concessions as stated in the applicable package Fact Sheet or otherwise specifically agreed with you (including any interest rate discount margin) apply to your credit contract only while an applicable Package Agreement is current. Concessions may be varied or terminated by us if the Package Agreement is terminated. Concessions may also be terminated at your request. The terms and conditions of the Package Agreement are set out in the Package Terms and Conditions and the applicable package Fact Sheet. You must return a signed Package Application Form for a package to be set up. We will confirm to you once a package has been set up.
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These terms also apply for any new home loan that you have selected to participate in your package, however, these details should already be reflected in the Consumer Credit Contract Schedule we issue to you for your new home loan.

(f) When do the benefits cease?

Package benefits are only available while you have a current Package Agreement and only for so long as you maintain the eligibility criteria set out in P3. "How to qualify for, and operate, the package" and pay the package fee. Please note the Bank may make changes to your Package Agreement in the manner set out in P6. "Changes to your Package Agreement" or may cancel the Package Agreement in the manner set out in P8. "Cancelling or Exiting this Package Agreement".

(g) Can I combine the benefits with other discounts and/or special offers?

No, unless the Bank has specifically agreed in writing with you that it will apply a benefit different to that offered by the Package Agreement.

P5. Annual package fee

(a) What fee applies?

A non-refundable annual package fee (as set out in the package Fact Sheet or otherwise advised to you) is payable.

(b) How do I pay the annual package fee?

The package fee will be charged to an eligible home loan account participating in the package or, in some circumstances, may be redirected to a related transaction account to the eligible home loan (for example, for interest-only loans) in accordance with the terms and conditions for that home loan. Where that is the case, you need to ensure there are sufficient funds in the transaction account to cover the package fee. Should there be insufficient funds in the transaction account to cover the full package fee, the fee will be charged to the nominated home loan account.

If a package is established in connection with one or more home loan applications, the first home loan approved and funded will be selected as the fee-paying account. However, you can nominate any existing eligible home loan account to be the fee-paying account at any time. To ensure you do not incur interest on the fee, you should arrange for it to be paid (by transferring funds into your loan account) as soon as it becomes due. If you have a fixed rate loan and transfer funds into your loan account, the funds will be treated as an additional repayment. An Early Repayment Adjustment and Administrative Fee may apply if additional repayments thresholds are exceeded in any fixed term year.

If at any time there is no nominated home loan account (for example, if the current nominated home loan account is repaid in full and closed), we will determine the home loan account to which the package fee is to then be charged in our discretion.

If you would like any information about the current nominated home loan account or to change the home loan account to which the fee will be charged, visit any CommBank branch or call 13 2224.

(c) When do I pay the fee?

If the package is established with:

- (i) a new home loan, the fee is payable 30 days after settlement/funding; or
- (ii) an existing loan(s), the fee is payable 30 days after the package has been established.

After this, the fee is payable annually on the anniversary of the settlement/funding date or package establishment date (as applicable). If the first fee is charged on 29 February of any year, the anniversary date will become 1 March for the second and subsequent years.

If the package fee is debited to a home loan account, the package fee will become part of the loan account balance once debited and will therefore incur interest charges from that time. To avoid incurring interest on the fee, you need to transfer funds to cover the amount of the package fee on the date that it is due and payable.

(d) Will the fee change?

From time to time we may vary the amount of the annual package fee and how we calculate the fee.

(e) What happens if the nominated home loan account is paid out?

If you close the nominated home loan account before the renewal date we will charge the fee to another eligible home loan account that is part of your package, if available, as determined by us in our discretion. If there are no eligible home loan accounts we may cancel your package.

P6. Changes to your Package Agreement

(a) The Bank may at any time:

- (i) add new concessions/benefits;
- (ii) change or remove concessions/benefits;
- (iii) change the amount of or the basis for calculating any fee, charge or premium or the fee charging cycle; or
- (iv) change any other terms and conditions.

(b) We may make any such changes where we consider it reasonably necessary to:

- (i) introduce new services or products;
- (ii) accommodate changes in the needs or requirements of our borrowers;
- (iii) correct errors, inconsistencies, inaccuracies or ambiguities;
- (iv) comply with requirements of a law, regulatory body or code of practice;
- (v) bring us into line with our competitors, industry or market practice or best practice in Australia or overseas;
- (vi) reflect changes in technology or our processes including our computer systems;
- (vii) enhance our risk management;
- (viii) reflect changes to the structure of our corporate group;
- (ix) reflect changes in concessions/benefits granted by the relevant provider of the products or services;
- (x) ensure we, the relevant provider of the products or services or both of us, remain competitive and profitable; or
- (xi) do so for any reasonable commercial purpose of the Bank.

P7. How will the Bank notify me of changes to the package?

(a) We will give you 30 days' written notice of the change, except if the change reduces your obligations or extends the time for payment of any amount under your credit contract, in which case we can give you notice on the date that the change takes effect.

(b) We may give you notice by advertising the fact in a leading daily newspaper in your State or Territory except where the change:

- (i) relates to the introduction of a new fee or charge;
- (ii) varies the method by which interest is calculated;
- (iii) varies the minimum amount or balance ranges within which interest rates apply to deposit accounts; or
- (iv) varies the frequency we debit or credit interest.

Note: If we make a change which you do not like, you can cancel your Package Agreement by giving us notice in accordance with clause P8. "Cancelling or Exiting this Package Agreement".

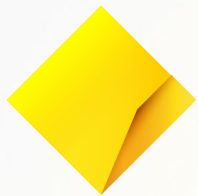
P8. Cancelling or Exiting this Package Agreement

There may be circumstances where either you or the Bank may cancel or exit this Package Agreement. On cancellation or exit your benefits will immediately cease.

- (a) We may cancel the Package Agreement without notice if at any time:
 - (i) you are in breach of the terms or conditions of the Package Agreement or are not eligible (as set out in these terms and conditions) to hold the package, including if there are no eligible home loans participating in the package; or
 - (ii) if you or any borrower is in default under any loan contract whether or not it forms part of this Package Agreement. The Bank's rights under this clause are in addition to its rights under such contract. We may charge you interest at default rates provided for under that loan contract.
- (b) The Bank may also cancel this Package Agreement at any time on giving you 30 days' prior written notice.
- (c) If you would like to cancel or exit the Package Agreement, you must give us at least 10 days' notice prior to your package anniversary date to avoid the annual fee being charged. If you are exiting a Joint Package, then the annual fee may still be charged to any joint loans you hold with the remaining package holder. Joint Packages can only be cancelled with consent from both package holders. Visit any CommBank branch, call 13 2224, or post your cancellation request to: Reply Paid 1795 Melbourne VIC 8060.

P9. Sending notices

- (a) Notices given or made under this Package Agreement must be in writing and may be given by any of the following means or any other means permitted by law:
 - (i) Given personally – if they are for us, to one of our employees at any branch or office we have told you can be used to send us the notice.
 - (ii) Post notices – send by prepaid post to the address last notified. Notices sent by post are taken to be received on the day they would be received in the ordinary course of post.
 - (iii) Notices by email – if you have provided us with electronic contact details (including an email address or mobile phone number), we can send correspondence (including notices) for your package to you electronically. This may include making notices available on our website (e.g. in NetBank) and sending you an electronic message (email/text message) to let you know the notice can be retrieved from the website. You should check your emails/text messages regularly and update your contact details if they have changed. If you do not want to receive correspondence electronically, you can switch to paper correspondence by visiting any CommBank branch, or calling 13 2221. Even if we normally provide notices via email, we may occasionally send you a paper notice instead.
 - (iv) Notices sent electronically are taken to be received on the day they enter the first information system outside CommBank (e.g. the server of your email address).
- (b) Notices take effect from the time received (as specified in clause P9(a)(i) to (iv) unless a later time is specified in the notice. Please tell us immediately if you change your name or address.



Thinking of borrowing with someone else?

Co-Borrower guide

When you choose to borrow money with other people – whether it's to purchase a new property, refinance an existing home loan or top up your existing home loan because you need the additional money – you all become 'co-borrowers'. It's important for each borrower to understand their rights, obligations and what the potential risks are, when they choose to borrow money with someone else.

This guide outlines important information to consider before applying for a home loan with someone else.

Key considerations for Co-Borrowers



What you'll need to know

- All borrowers will be on the home loan application – so your financial information such as income, assets and liabilities will be visible to all other borrowers. We'll use the information provided by all borrowers when we review and assess the home loan application.



Risks and Financial

- Each borrower is jointly and severally liable. This means you are responsible for the total debt and repaying the whole amount, in the event the other borrower(s) can't or won't pay.
- In the event of a default in repayments, we will give all borrowers notice to correct the default. If the default is not corrected, your credit rating may be affected.
- If a default is not corrected we can also exercise our right to sell the security property, which means you could lose your property (or other security provided) if this happens.
- If the proceeds from the sale of the security property do not cover the outstanding balance, including any fees and charges for your home loan, it's important to understand you may still owe a debt to us.
- Failure to pay any outstanding loan amount may result in adverse credit rating for all borrowers.



Other considerations

- If you're not sure about your obligations before signing the home loan contract, please talk to your Solicitor and/or Financial Adviser.
- If you are feeling pressured into applying as a co-borrower on a home loan, please let your Home Lending Specialist or Broker know immediately.





Will this home loan benefit you?

Under the Banking Code of Practice, we need to consider the 'benefit' you will receive from the home loan and are required to assess whether you are receiving a 'substantial benefit' from the loan.

This means you'll:

Benefit	<ul style="list-style-type: none">• Receive some benefit, but less than other borrowers on the loan for the use of the loan funds, e.g. for assets purchased (a property or a car), debt refinance or other acceptable loan purposes; or• Receive a non-financial benefit, such as living in a property, or driving a car registered in your co-borrower's name.
Substantial benefit	<ul style="list-style-type: none">• Benefit at least the same amount as other borrowers on the loan for the use of the loan funds.

If you won't receive a substantial benefit from the loan, we will only accept your home loan application if:

- You understand the difference between being a co-borrower and a guarantor;
- You understand the risks of being a co-borrower;
- You have provided an acceptable reason for becoming a co-borrower; and
- We are satisfied that you aren't experiencing financial abuse.

Here are some examples to help demonstrate whether or not you will receive a substantial benefit.

Loan Purpose	How will the loan funds be used?	Do you receive a substantial benefit?
To purchase a property	You're purchasing a house with your partner and you will each own 50%	Yes
	You're purchasing a house with your partner and you will own 20% of the property while your partner will own 80%	No
To refinance credit card debt	You're refinancing your credit card debt	Yes
	You're refinancing someone else's credit card debt	No
To pay for a holiday	You and your partner are going on a holiday and 70% of the loan funds will be used to finance your share of the holiday expenses	Yes
	You and your partner are going on a holiday and 30% of the loan funds will be used to finance your share of the holiday expenses	No



Other options – Guarantor or Property Share

If being a co-borrower isn't for you, there are other options available such as becoming a guarantor or guaranteeing with Property Share.



Security guarantor

You may be able to assist the borrower(s) as a guarantor by providing an additional security such as your property to secure the loan.

A guarantor is someone who agrees to be responsible for repaying a debt owed to us if the borrower(s) can't make their repayments. As a guarantor, you may be required to pay us any amounts up to the maximum shown in the guarantee, along with interest and reasonable enforcement expenses. If you (as the guarantor) are unable to pay the loan or cover the repayments, we may seek to sell your property (security provided) to cover the shortfall owed to us.

For more information on Guarantors go to commbank.com.au/guarantor-support



Property Share

Property Share allows you to split the cost of buying a property with multiple borrowers, whilst retaining individual control of your finances. This works by using your jointly owned purchase property as each other's security guarantee. The borrowers must be the sole owners of the property (no third-party guarantors) and show they can repay their home loan.

For more information on Property Share go to commbank.com.au/propertyshare



TIP: However you choose to set up your home loan, you need to consider the financial risks, including the risk of losing your security, property or other assets. Before proceeding with your application, we recommend you obtain independent legal and/or financial advice about your obligations as a co-borrower or guarantor.




Meet Jasmine and Liam

Jasmine and Liam have found a home they want to buy and discuss the different ways in which they can set up their home loan with their Home Lending Specialist or Broker. Learn about the differences and some of the risks below.



How does it work?

Here’s an example to help explain the difference.

Loan Structure	Loan setup	What happens if Liam misses a loan payment?	What happens if Liam defaults on the loan?
 Co-Borrower	<p>One loan is set up.</p> <p>Jasmine and Liam are both co-borrowers on the same home loan.</p>	Jasmine is liable to make the minimum required repayment on the loan.	Jasmine will also be in default and if she can’t clear the default then the property may be sold in order to pay off the debt.
 Security guarantor	<p>Jasmine’s mother Jenny has agreed to become their guarantor and provides her property as security.</p> <p>Two loans are set up.</p> <p>Both loans are in Jasmine and Liam’s names only.</p> <p>Loan 1 – Is secured by Jasmine and Liam’s purchase property.</p> <p>Loan 2 – Is secured by Jasmine and Liam’s purchase property and Jenny’s (guarantor) security.</p>	Jasmine is liable to make the minimum required repayment on both loans.	<p>Jasmine will also be in default. The property may be sold in order to pay off both their home loans if the default isn’t cleared by either Liam or Jasmine.</p> <p>If the proceeds from the sale aren’t enough to pay off both loans in full, then Jenny (guarantor) is now required to pay us (CommBank) any amounts up to the maximum shown in the guarantee, along with interest and reasonable enforcement expenses.</p> <p>If she is unable to pay the loan or cover the repayments, we may seek to sell her security property to cover the shortfall owed to us.</p>
 Property Share	<p>Two loans are set up.</p> <p>Loan 1 - Jasmine has a home loan set up in her name and Liam is a guarantor on her home loan.</p> <p>Loan 2 - Liam has a home loan set up in his name and Jasmine is a guarantor his home loan.</p>	Jasmine is not liable to make the minimum required repayment on Liam’s loan.	<p>Jasmine will not be in default on her loan. The property may be sold in order to pay off both their home loans if the default isn’t cleared by either Liam or Jasmine.</p> <p>Jasmine and Liam will receive a portion of any remaining sales proceeds based on title ownership and their outstanding debt.</p>



If you decide not to proceed as a Co-Borrower

You can choose to withdraw your consent for the home loan application so long as you have not received any credit under the contract.

Withdrawal consent can be given by:

- Contacting your Home Lending Specialist or Broker directly; or
- Writing to us at the address or email address provided to you by your Home Lending Specialist or Broker.

We're here to help

If you have any questions or want more information:



Book an appointment with a Home Lending Specialist at commbank.com.au/appointment or contact your Broker.



Call us on **13 2224**



Visit commbank.com.au/homeloans



Things you should know: This guide doesn't consider your individual objectives, financial situation or needs. Before basing any decisions on this information please:

- Consider its appropriateness to your circumstances.
- Consider obtaining professional advice specific to your needs, including financial, taxation and legal advice.

Loan applications are subject to credit approval and any loan offer includes full terms and conditions. Fees and charges apply – see our fees and charges brochure. All examples and scenarios are illustrative only. This guide is subject to change without notice.

Commonwealth Bank of Australia ABN 48 123 123 124, AFSL & Australian credit licence 234945.

Important things to know about home loans.

Taking out a home loan is an exciting and significant commitment. It's important that you select the most suitable product for your current and future needs and that you understand the features, costs and risks associated with the credit contract. Detailed customer guides (fact sheets) are available for different loan types and full details will be set out in your Loan Schedule and Terms and Conditions.

Product	Things you need to know
Standard Variable Rate	<ul style="list-style-type: none">The Standard Variable Rate product can have full interest offset using an Everyday Offset (feature of Smart Access).This product allows you to make additional repayments and redraw them. There is no minimum amount for electronic withdrawals however a minimum of \$1,000 applies if you redraw in a branch. You can redraw the amount you're ahead on your loan. Your redraw balance will reduce with your contracted remaining loan term. Your redraw balance won't include any repayments made towards your next monthly minimum repayment amount.
Fixed Rate	<ul style="list-style-type: none">The Fixed Rate product allows you to make additional repayments of up to \$10,000 in each year of your fixed rate loan. However, any additional repayments you make are not available to redraw during the fixed rate term. Your redraw balance will reduce with your contracted remaining loan term.During the fixed rate term you will have two fixed interest rates. The interest rate applicable will depend on the repayment type you select during the fixed rate term – Principal and Interest or Interest Only (for Interest in Advance just the Interest Only option applies).If you break the fixed rate term, by switching, topping up or prepaying your loan in full or partially, and the bank suffers a loss, an Administrative Fee and Early Repayment Adjustment (ERA) will apply. The ERA is calculated by reference to the remaining fixed term, outstanding loan balance and changes in wholesale market interest rates. The ERA can be significant (thousands of dollars or more). An ERA will not apply if your switch is a change to your repayment type only (except for Interest in Advance).Please note, fixed rates are subject to change up until the loan is funded. Our Rate Lock option allows you to lock your fixed interest rates prior to the loan being funded, for a non-refundable fee of \$750 per Rate Lock. If we agree, we'll lock your fixed interest rates for 90 days from the date we process your request and the interest rates on your loan won't change for your elected fixed rate term. The fee will be charged at formal approval of the loan. Prior to funding you can ask us to break the Rate Lock (for example, if rates go down) and revert to the rates available on the funding date.
Extra Home Loan	<ul style="list-style-type: none">This product allows you to make additional repayments and redraw them. There is no minimum amount for electronic withdrawals however a minimum of \$1,000 applies if you redraw in a branch. You can redraw the amount you're ahead on your loan. Your redraw balance will reduce with your contracted remaining loan term. Your redraw balance won't include any repayments made towards your next monthly minimum repayment amount.The Extra Home Loan product has a discounted variable interest rate, low fees and some flexible features. The same discount margin applies for the life of the loan term.Interest Offset is not available.
Green Loan	<ul style="list-style-type: none">The CommBank Green Loan product allows you to borrow money for the installation of eligible small-scale renewables, as listed on the Green Loan Guide.The CommBank Green Loan is a secured fixed rate product and has a set term of 10 years from full funding.This product is to be repaid over 10 years with Principal and Interest (P&I) repayments.The CommBank Green Loan product allows you to make additional repayments, however any additional repayments you make are not available to redraw.There is no Early Repayment Adjustment (ERA) or Administrative Fee applied if you break the fixed interest rate period by paying your loan partially or in full.Interest Only (IO) payments, Rate Lock, Redraw, Interest Offset, Top Ups, package discounts, Switching or Splitting are not available on CommBank Green Loan products.Fixed rates are subject to change up until the loan is funded.For more information and eligibility criteria, refer to the CommBank Green Loan Guide.

Viridian Line of Credit	<ul style="list-style-type: none"> The Viridian Line of Credit product does not have a set term, nor fixed repayments. You will need to manage your repayments so that they cover interest and fees at a minimum each month. The loan is repayable on demand. You will incur ongoing interest on any loan balance that has not been repaid. In order to reduce your loan balance, you must deposit more than what you spend plus interest and fees. Interest offset is not available.
Feature	Things you need to know
Interest Only (Including Interest in Advance)	<ul style="list-style-type: none"> During an Interest Only period, your Interest Only payments will not reduce your loan balance. We have different reference rates that apply, depending on whether you are making Interest Only payments or Principal and Interest repayments. Consequently, the reference interest rate that will apply during the Interest Only period will be different to the reference rate that will apply at the end of the Interest Only period, when your loan reverts to Principal and Interest repayments. At the end of an Interest Only period, your repayments will increase to cover Principal and Interest components. The Principal and Interest repayments will be higher than they would be if you did not have an Interest Only period during the life of the loan. For an owner occupied home loan the total maximum Interest Only period is 5 years over the life of the loan. For an investment home loan the total maximum Interest Only period is 10 years, with a maximum of 5 years at any one time. Interest Only is not available when the remaining contracted loan term is 5 years or less.
Top Up	<ul style="list-style-type: none"> If you top up your fixed rate loan, you may incur an Early Repayment Adjustment. Please discuss with your lender or broker. If you increase your loan, it will increase the interest being charged and will generally increase your loan repayments. Please ensure that this is suitable for your current and future needs. If using top up for a purchase such as a holiday or a vehicle, you accept that the length of time you will be making repayments on your home loan could be significantly longer than the life of the purchase.
Refinance	By proceeding with this application you confirm that we have discussed your existing debt obligations and confirmed either that refinancing will provide overall cost savings to you or, if it does not, our loan will better meet your needs through convenience, features, or other benefits.
Building/Construction Loan	The Building/Construction Loan feature requires you to sign a contract with a licensed builder and to provide council approved plans before funding. It is not available to 'owner builders'.
Off-the-Plan	<ul style="list-style-type: none"> The feature requires you to reconfirm your financial position and the Bank to conduct an external valuation 6 weeks prior to settlement. If there are any changes to your financial position and/or property valuation, the approval may be withdrawn. If Lenders Mortgage Insurance applies, it will be referred to the insurer for a final decision. If your loan is not funded within the 18 month commitment period, you will need to resubmit your application. This feature cannot be fixed or switched to another type of loan before funding.
Bridging Loan	<ul style="list-style-type: none"> Approval of a Bridging Loan is conditional on satisfactory valuation on both the property you own and the property you are purchasing. If you fail to sell your original property, you may face difficulty servicing your loan/s and if not sold within 12 months, the loan will be reviewed and the Bank may exercise its right to sell your property under the terms of the mortgage.
Property Share	<ul style="list-style-type: none"> The Property Share feature requires each borrower to be the guarantor of all of the other borrowers. If one borrower ceases repayments, the other borrowers may be forced to sell the property. This feature requires you to seek independent legal advice before signing the loan contracts.
Other	Things you need to know
Fees	To know more about fees we charge for consumer mortgage lending products, please access the following document at commbank.com.au/homeloanfees
Wealth Package	To know more about Wealth Package, please refer to the fact sheet available at commbank.com.au/wealthpackage
Credit Card	If you are applying for a credit card at the same time as your home loan, please review Important things to know about credit cards over the page.



Important things to know about CommBank personal credit cards.

The following table describes some of the important things you should know about our personal credit cards. If your application is successful, you will be provided with full detail of the fees and charges payable in our letter of offer.

Product	Things you need to know
Awards credit cards	<ul style="list-style-type: none">• These cards are best if you intend to pay off your balance in full each month and want to earn points which you can redeem for rewards.• These cards may attract higher annual or monthly fees and interest rates than some of our other card types.
Low Fee credit cards	<ul style="list-style-type: none">• These cards are best if you intend to pay off your balance in full each month and want the potential to pay no annual fee.• These cards attract higher interest rates than some of our other card types.
Low Rate credit cards	<ul style="list-style-type: none">• These cards are best if you don't regularly pay off your balance in full each month and want to minimise the interest you have to pay on purchases.• These cards attract higher annual fees than some of our other card types and higher interest rates than our Essentials credit card.
Essentials credit card	<ul style="list-style-type: none">• This card is best if you want our lowest interest rate and only need a low credit limit with no cash advances.• This card may attract a higher annual fee than some of our other card types.
CommBank Neo credit card	<ul style="list-style-type: none">• This card is best if you want our lowest interest rate and only need a low credit limit with no cash advances.• This card may attract a higher annual fee than some of our other card types.

Key facts about CommBank's credit cards

Correct as at 02 December 2020



Australian credit licence 234945

This information sheet is an Australian Government requirement under the *National Consumer Credit Protection Act 2009*

Description of credit cards										
Product name	CommBank Neo credit card	CommBank Essentials credit card	Low Rate credit card	Low Rate Gold credit card	Low Fee credit card	Low Fee Gold credit card	Awards credit card	Platinum Awards credit card	Diamond Awards credit card	Ultimate Awards credit card
Minimum credit limit	\$1,000 (maximum credit limit is \$3,000)	\$400 (maximum credit limit is \$3,000)	\$500	\$4,000	\$500	\$4,000	\$500	\$6,000	\$15,000	\$6,000
Minimum repayments	If your closing balance is less than \$25, your minimum payment is your closing balance. Otherwise, it's the greater of: <ul style="list-style-type: none">Any amount by which the closing balance exceeds the credit limit;2% of the closing balance rounded down to the nearest dollar; or\$25.									
Interest on purchases	0% p.a.	9.90% p.a.	13.24% p.a.	13.24% p.a.	19.74% p.a.	19.74% p.a.	20.24% p.a.	20.24% p.a.	20.24% p.a.	20.24% p.a.
Interest-free period	N/A	Up to 55 days on purchases								
Interest on cash advances	0% p.a. ¹	9.90% p.a. ¹	21.24% p.a.							
Balance transfer interest rate	N/A	N/A	5.99% p.a. for 5 months. Cash advance rate applies thereafter.							
Annual or monthly fee	\$12, \$18, \$22 or \$0 per month ²	\$5 or \$2 per month ³	\$59 per year	\$89 per year	\$29 or \$0 ⁴ per year	\$89 or \$0 ⁴ per year	\$59 per year	\$249 per year	\$349 per year	\$35 or \$0 per month ⁵
Late payment fee	\$0	\$20								
There may be circumstances in which you have to pay other fees. A full list of current fees applicable to this credit card can be obtained from commbank.com.au/creditcardfees For more information on choosing and using credit cards visit the ASIC consumer website at moneysmart.gov.au The terms on which this credit card is offered can change over time. You can check if any changes have been made by visiting commbank.com.au/keyfacts										

1. For CommBank Essentials and CommBank Neo cards, cash advances will be blocked. Exceptions apply, as we are unable to block cash advance transactions that are not sent to us for authorisation and these will attract interest from the date the transaction is made, until it is repaid. For CommBank Neo, these will not incur any additional fees or interest charges.

2. For CommBank Neo cards, the monthly fee is charged at \$12 per month for a \$1,000 credit limit, \$18 per month for a \$2,000 credit limit and \$22 per month for a \$3,000 credit limit. If you don't have any processed transactions in a given statement period and pay your previous statement closing balance in full by the due date, you won't be charged a monthly fee for that statement period.

3. For CommBank Essentials credit cards, the monthly fee is charged at \$5 per month, or \$2 per month if you (i) set up automated monthly repayments (through our AutoPay) from a CommBank transaction account; and (ii) opt-in to receive statements on this account through NetBank (and to enable this, you maintain your NetBank facility and provide us with a valid email address).

4. For Low Fee and Low Fee Gold credit cards, the annual fee is waived in the first year and every subsequent year if you spend at least \$1,000 (Low Fee) or \$10,000 (Low Fee Gold) in the previous year. Spend includes all purchases and cash advances fully processed in that year (excludes pending transactions) minus any refunds.

5. For Ultimate Awards credit cards, there is no monthly fee if you (i) spend at least \$2,500 on your Ultimate Awards credit card in your statement period and (ii) choose to receive online statements. Spend includes all purchases and cash advances made using your Ultimate Awards credit card, minus any refunds. This is for all transactions fully processed in the given statement period (not pending transactions). You can opt in to receive online statements through NetBank or the CommBank app, which will require a valid email address.