



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/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. Payment of broker commission

I/We acknowledge that I/we are not legally obliged to give my/our tax file number(s) to the Bank. However, if I/we don’t quote it, the law requires the Bank to deduct tax from any interest earned on the account(s) above a certain threshold.

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, Complete Access with the Everyday Offset feature 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

Customer 1 name (as per identification document)

Customer 2 name (as per identification document)

Company applicant name – Pty Ltd

Company ABN

Part A – Customer Acknowledgement and Broker Details (Continued)

As a result of the current climate, we need to ask you some additional questions:	Customer 1 (please tick (✓))	Customer 2 (please tick (✓))
Q1: At this point in time, are you aware of any changes to your broader situation that may impact on your earning capacity?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Q2: Have you been advised of any upcoming changes to your employment circumstances or income levels that will affect your ability to meet any existing debts or expenses?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

If either customer answered 'Yes' above, please tell us what these changes are:

Customer 1

Customer 2

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Electronic	<input type="checkbox"/> Paper
Customer 2 or;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Electronic	<input type="checkbox"/> Paper
Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Electronic	<input type="checkbox"/> Paper

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

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. We debit the Monthly Offset Fee to your Complete Access Account. You can nominate a different CommBank transaction account by calling **13 2221**.
 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		
Complete Access with the Everyday Offset feature				<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 a Complete Access with the Everyday Offset feature.

Account name (please insert name in full) BSB Account number

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).

Part B – Supplementary products and features (continued)

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
Complete Access with the Everyday Offset features	<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. 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.

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 Business Card) – Please tick (✓) one.

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

Note: Minimum Credit Card limits are CommBank Essentials: \$400 (max. \$3,000), CommBank Neo: \$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)

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

Please ensure you read Home Loan Customer Consent Pack, Part D for important information about payment of the Rate Lock Fee/ 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.

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 C – Customer Acknowledgment (signature required)

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

Signature of Customer/Director/
Beneficiary/Trustee 2

Date

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 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).
- 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.

Broker signature

Date

Broker name

X