



Loanapp FAQ's

5th July 2023



1.	What is my login ?	A.	Your email address is your login.
2.	What are the password requirements? (This may differ for <i>Outsource brokers</i> from 17.3.23)	A.	The New Password must be at least 8 characters long and must have at least one lowercase letter, one upper case letter, one number and one special character.
3.	Can I change my contact details in Loanapp (e.g. email address, mobile number, Aggregator)?	A.	No. Please notify Allstate by email and we will make those changes on your behalf.
4.	What is the Loanapp URL ?	A.	https://app.loanapp.com.au/allstate (click this link)
5.	Which web browser does loanapp work best in?	A.	Google Chrome or Firefox.
6.	I need HELP! 	A.	Loanapp have a very good CHAT function in the bottom right-hand side of the screen (a blue circle with white comment box & blue smile).
7.	When is the CHAT facility available? 	A.	CHAT operates from 9am – 5pm Monday to Friday (Sydney time). They are a Sydney based team with a usual reply time of only a few minutes. Please try it – you will be pleasantly surprised.
8.	Can I add my logo in Loanapp?	A.	Yes.
9.	Can I upload my photo in Loanapp?	A.	Yes (or an Avatar).
10.	Do I need to include my servicing calculator as a supporting document?	A.	Yes. This allows our Credit Team to compare your assumptions against our assessment and identify any discrepancies.
11.	Doesn't Loanapp do a servicing calculator already?	A.	Yes, but we have specifically requested that the serviceability rules are NOT enforced. This allows you to submit a loan where the income may be open to interpretation, and does not slow the process down. A copy of your servicing calculator is therefore CRITICAL for inclusion as a supporting document.
12.	Do I send any additional information via loanapp after the application has been lodged electronically?	A.	Yes – you can send additional supporting documents. Alternatively please email additional information to: credit@allstatehomeloans.com.au
13.	Can I clone an application in loanapp?	A.	Yes.

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14.	Can an upfront valuation be done prior to lodging an electronic application?	A.	Yes. There is an Upfront Valuation Form on the Allstate website.
15.	Can an upfront Credit Report be done prior to lodging an electronic application?	A.	Yes – provided you submit the client details and signed Privacy Consent form.
16.	Does an electronic lodgement automatically trigger a Credit Report , or another Credit Report if one has already been done?	A.	No. The application will be assessed by a Credit Manager before a Credit Report is generated.
17.	Can I edit information in loanapp after an application is lodged?	A.	No. The application is locked and cannot be edited. Additional information should be sent via email to: credit@allstatehomeloans.com.au
18.	Which loans cannot be lodged electronically?	A.	Every Allstate Commercial & Residential loan can be submitted electronically via Loanapp (Allstate). Commercial loans are NOT included in Salestrekker.
19.	Outsource Financial brokers – Residential Loans.	A.	Yes, you can lodge via Loanapp from iOutsource – this function was enabled on 17 th March 2023 for <u>residential loans only</u> . You must have Allstate included as an accredited lender for this to appear & use your email address for the Broker Accreditation Number in Salestrekker to open the gateway to Loanapp.
20.	Outsource Financial brokers – Commercial Loans.	A.	There are a few exceptions included, but you may need to use an Allstate login to Loanapp (Allstate) to submit, which will require double data entry. Refer to your BDM for updates.
21.	Salestrekker: Does client information upload from Salestrekker to Loanapp?	A.	Yes (except commercial loans).
22.	Infynity: Does client information upload from Infynity to Loanapp?	A.	No. Please use the Loanapp Allstate link https://app.loanapp.com.au/allstate
23.	LoanApp is available on Flex, Mercury and Podium – can I use this to submit to Allstate?	A.	No. Allstate are not on the Lender Panel for AFG, Connective or LMG, hence there is no integration of information. You can still lodge applications via Loanapp using this link: https://app.loanapp.com.au/allstate
24.	Can I use iPad or Samsung tablet to load an application?	A.	No. Loanapp isn't optimised for tablet due to the high volume of data being captured.
25.	Can I use mobile phone to load an application?	A.	No. Loanapp isn't optimised for mobile phones due to the high volume of data being captured.