



Loanapp FAQ's

25th October 2021



1.	What is my login ?	A.	Your email address is your login.
2.	What are the password requirements?	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? 		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.	This function will be available via CHNL when it is released. In the interim, 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.	Residential SMSF can be submitted electronically. Ocean commercial loans including SMSF can be lodged via Loanapp. Some other commercial loans (e.g. Green) are not yet available via Loanapp.
19.	Salestrekker: Does client information upload from Salestrekker to Loanapp?	A.	Yes – but not for outsource Financial brokers.
20.	Infynity: Does client information upload from Salestrekker to loanapp?	A.	No.
21.	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, Choice, FAST or PLAN, hence there is no integration of information. You can still lodge applications via loanapp using this link: https://app.loanapp.com.au/allstate