

## AVOIDING DELAYS WITH YOUR OCEAN (Orde) LOAN

To avoid delays that might impact on the timely completion of your Home loans, please ensure the following:

- All relevant documents are accurately completed and promptly.
- All documents have been signed by all parties and witnessed correctly. (QLD, Tas, NT and ACT Mortgages)
- Black or dark blue pen is used to sign documents (any other colours are not acceptable).
- Carefully read the Special Conditions included in the Credit Contract and ensure these are satisfied prior to Settlement.

## REFINANCING

It is not uncommon for Other Financial Institutions (OFI's) to request up to four weeks to process a discharge of an existing loan.

If you completed a Discharge Authority form during the application process, this will be forwarded by your lender/broker to your OFI to enable the intended refinance to be processed as soon as possible.

In the event this has not been completed, you will need to contact the Institution to complete.

**NB: The best days for settlements are Tuesday, Wednesday and Thursday's.** Mondays and Fridays are mostly commonly used for purchase settlements and extremely busy.

Please contact us as soon as possible if you identify any errors in your documents, as new documentation may need to be prepared.

## BUILDING/HOME INSURANCE

### House:

You need to obtain insurance cover for all Security property/ies noting the interest of your lender as mortgagee on the policy with the exact wording that needs to be provided. This is very important to get it correct the first time to avoid delay in settlement and frustration in requesting amendments.

The details of lender to be specified and the minimum Buildings Cover amount can be found in the Formal Approval Letter and must be provided PRIOR to Settlement.

Please ensure that the Interested Party noted on your policy shows as **ORDE MORTGAGE CUSTODIAN PTY LTD**

### Strata Title Unit:

You need to obtain a copy of the Body Corporate insurance policy or certificate of insurance. You need to provide us with a copy of the policy if we ask for one.

## BANK STATEMENT

You will be required to provide a copy of a Bank Statement to confirm the Direct Debit and Surplus Funds Account 3 days PRIOR to settlement.



## SPECIAL CONDITIONS

Before we can complete your Loan, you must satisfy all the "Special Conditions" as set out in your Credit Contract (refer to the clause called "Special Conditions" at the end of the Borrower Information Table).

Please note all special conditions must be satisfied 3 business days prior to settlement and are advised in your Formal Approval Letter.

## OTHER LOAN VARIATION TYPES

Should you wish to vary your existing Loan ie Type, Term, Repayments, Change of name or require the Bank's consent to a change to your property, please contact Customer Service by email [clientcare@allstatehomeloans.com.au](mailto:clientcare@allstatehomeloans.com.au) and we'll be happy to help.

## CHECKLIST FOR RETURNING DOCUMENTS TO US

Do all documents sent out have a checklist enclosed?

**YES:** To help you ensure that all requirements have been satisfied this will be included in the electronic package sent to you. Please **READ** and ensure to execute all required items electronically, and return any original documents as outlined in the instructions.

**Please return all documentation to banks solicitor as soon as possible.** This will ensure the documentation is returned to the relevant officer, allowing us to meet your requested time frame.

Settlements can be delayed if you do not complete and return all documents requested. Requested items can differ depending on the state of the security property.

When returning originals please ensure they are witnessed by the correct authority (refer to instructions for Qualified Witnesses and completion in your state).

Return originals by express post and note the Tracking No, in case it is needed.

## ELECTRONIC SIGNING OF DOCUMENTS

We all never leave home without our mobile phones, however to make this experience easier, please open your loan documents on either an iPad or laptop as mobile phones can be too small to read and sign and this can lead to frustration.

To save time lenders are now issuing their loan documents electronically, this is why it is important to **advise your broker of a individual e-mail and mobile number for each applicant** as the lender for security purposes are unable to send both set of loan documents to one e-mail address.

Each borrower will receive an e-mail link to download and view loan documents along with a SMS verification code.

Once you have received these items you will be able to complete the signing of the documents electronically.

### **THINGS TO HAVE READY BEFORE YOU START!**

The lender will require the following items to be uploaded to their system before the link allows you to complete the signing of documents and press SUBMIT to lodge.

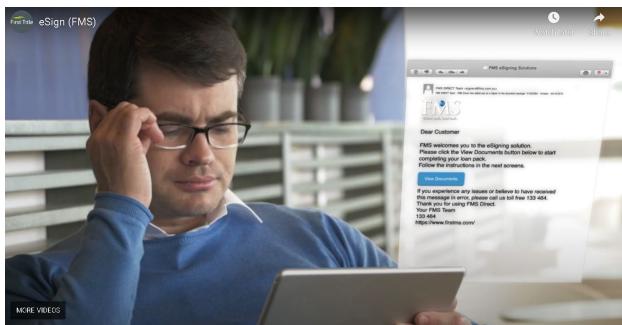
- Copy of bank statement to confirm the BSB & Account details you complete on your direct debit form and Direction to Pay form if there are any surplus funds left over.
- Copy of your insurance policy

If you don't have them, it is best to upload a blank page and then the lender's solicitors will advise what is missing and we can then send it in to them via e-mail.

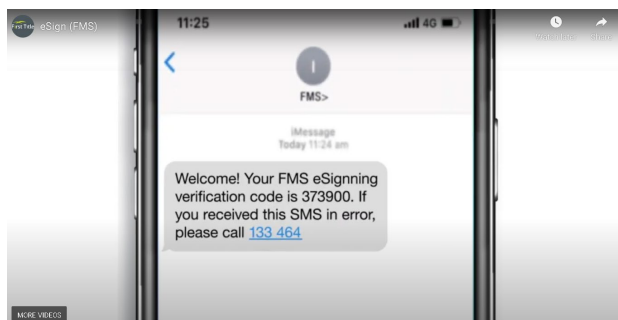
NB: Electronic signing is NOT available to Company and Trust transactions

## ELECTRONIC SIGNING

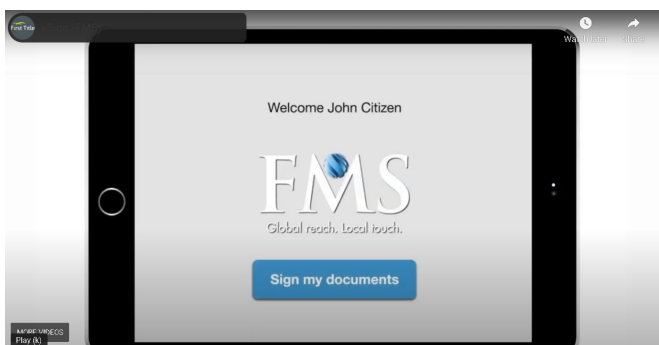
Here are some screen shots on what you should see once you are ready to commence:



Step 1: Email Received



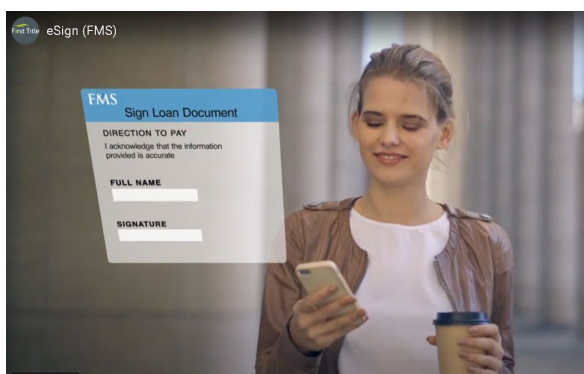
Step 2: SMS Received



Step 3: Access Documents

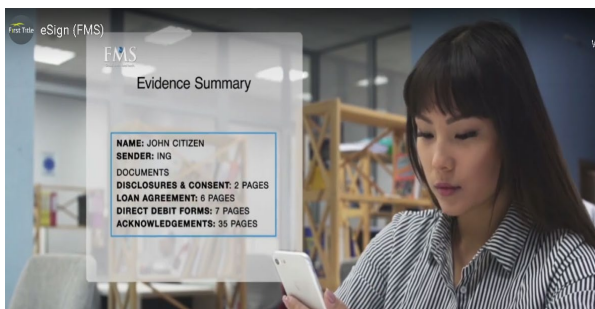


Step 4: Action

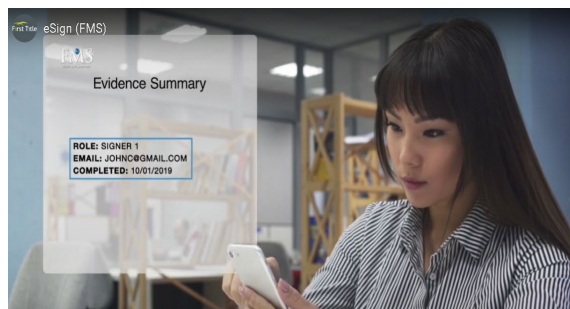


Step 5: Signing

Once you have gone through and opened and read each page, this will trigger an electronic signature.



Step 6: Completion



Step 7: Confirmation

## DO I NEED TO RETURN ORIGINAL DOCUMENTS?

Some documents are required by law to be signed by a qualified witness i.e. JP or Solicitors. The requirement varies from State to State:

If property is located in Queensland or Northern Territory, my/our signature(s) has/have been witnessed by:

- A Justice of the Peace or Commissioner of Declaration, if applicable
- My/Our Solicitor, or;
- Other person qualified to witness signatures in Queensland or in the Northern Territory

If property is located in NSW, Victoria, South Australia, Western Australia, Tasmania or the ACT, my/our signature(s) has/have been witnessed by:

- an adult who is not a family member or a borrower/guarantor or party to the Loan.

Instructions provided with your electronic loan package will clearly identify which documents are required in original form and assistance to complete.

### IF YOU NEED HELP WITH YOUR LOAN

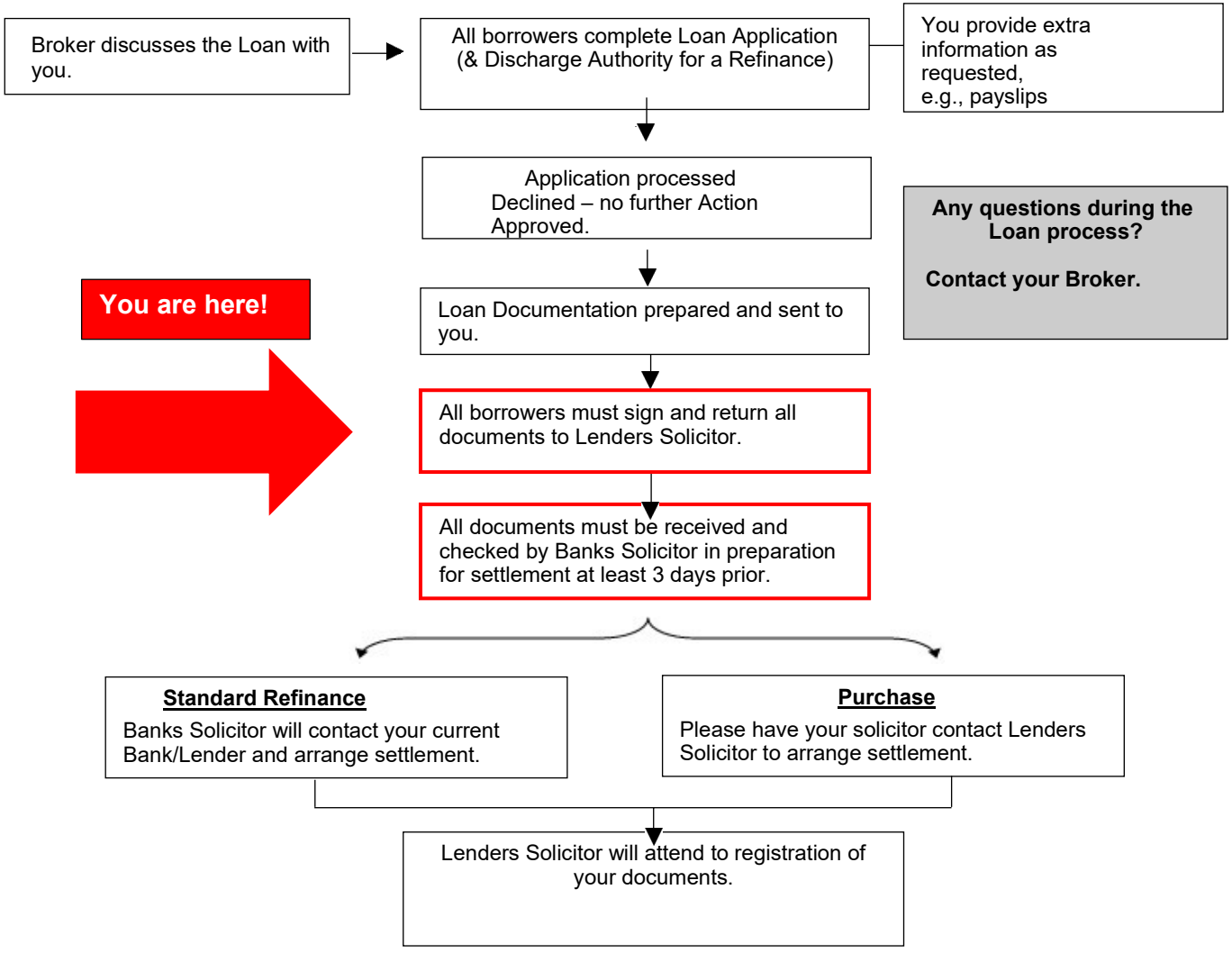
If you have any questions about your Loan Account setup, please contact:

Prior to settlement – Your Broker

After settlement – [Clientcare@allstatehomeloans.com.au](mailto:Clientcare@allstatehomeloans.com.au)

Alternatively, you can call Customer Service on **1800 101 368** or **+61 7 2111 2936** and we'll be happy to help.

# HOME LOAN PROCESS



**Maintaining or Changing Your Loan**

During the term of your Loan should you require any of the following services, please email [clientcare@allstatehomeloans.com.au](mailto:clientcare@allstatehomeloans.com.au)

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>▪ Loan Variation</li> <li>▪ Substitute Security</li> <li>▪ Changes to Existing Loan</li> </ul> | <ul style="list-style-type: none"> <li>▪ Subdivide</li> <li>▪ Changes to security/property</li> </ul> | <ul style="list-style-type: none"> <li>▪ Repayment query</li> <li>▪ Statement query</li> <li>▪ Interest Rate query</li> <li>▪ General inquiry</li> </ul> |
|---|---|--|

**Finalising Your Loan**

Selling your property?  
 Paying out your Loan?

Contact Customer Service at [clientcare@allstatehomeloans.com.au](mailto:clientcare@allstatehomeloans.com.au)

