

Broker Checklist – Existing Loan Maintenance

Mortgage Service Centre (MSC): 1300 137 532

The following loan maintenance requests will continue being referred to the MSC for maintenance/assistance:

- Product switch:** Different product types, including interest rate type.
- Repayment switch:** Switch to Principal, & Interest (P&I) Repayments. Switch from Interest Only (IO) to Interest in Advance (IIA) (no IO term extension).
- Loan purpose switch:** Change between Owner Occupier (OO) and Residential Investment Loan (INV).
- Request offset to be loaded**

Customer Contact Centre

The below scenarios require customer referral to the SBG Customer Contact Centre (CCC) for completion:

- Repayment switch/split:** Switch/split from Principal & Interest (P&I) to Interest Only (IO) or Interest in Advance (IIA) within product maximum terms.
- IO term extension:** extending existing IO period within product maximum terms.

Please refer to the scenarios under “loan re-origination” in the instances a switch/split/extension is not permitted.

Contact numbers:

1. STG: 13 33 30
2. BOM: 13 22 66
3. BSA: 13 13 76

Loan Re-origination

The following loan maintenance requests will not be permitted on existing lending and will require the loan to be re-originated:

- Interest Only (IO) outside of product maximum term:** If the customer is requesting to switch/split/ extend IO term, and the loan has already had an IO term greater than 5 years Owner Occupier & 10 years INV, then loan will need to be re-originated.
- Loan originated <12 months, request to switch/split to IO:** If the customer is requesting to switch/split to IO repayments and loan was originated less than 12 months ago, then loan will need to be re-originated.