

Broker Interview Guide

Frequently Asked Questions

Q. What is the Broker Interview Guide?

A. The Broker Interview Guide (BIG) is an initiative aligning to recommendations from the Combined Industry Forum (CIF) to standardise the 'minimum level of inquiries into customer's requirements and objectives' and ensure a mechanism to document these enquiries. It is intended to strengthen responsible lending requirements, the assessment of a customer's financial information and deepen the understanding of a customer's requirements and objectives.

Q. When do I need to complete the BIG?

A. The BIG needs to be completed for all NCCP regulated lending, including lending for Personal, Personal Household and Residential Investment Home Loans. This includes both variations and new loan applications.

The BIG must be completed by you (the broker) with the customer(s), signed, dated and submitted with home loan application supporting documentation. The BIG is a record of the interview held with the customer(s). It should be completed during or directly after the customer interview has been conducted.

Important dates:

- We are working with your aggregator to ensure that the BIG will be available via your aggregator software **on or after** Wednesday 21 November.
- From Wednesday 21 November, a printable, editable PDF document will also be available via your aggregator system.

Q. Why do I need to complete BIG when this information is captured in other forms and documents?

A. While we recognise there will be some duplication, we're working towards a consolidation of mandatory forms and questions in 2019.

Please ensure the information you enter into the application is correct to avoid application errors and approval delays.

Q. How do I access the BIG?

A. The guide must be completed as part of our minimum requirements for submission and is available through your lodgement systems.

In ApplyOnline and Simpology's Loanapp you will notice a new tab called 'Compliance'. The 'Compliance' tab will contain all the questions that are required to be completed as part of the BIG. The 'Compliance Tab' needs to be completed, the BIG form printed and signed by you and the customer. All questions in the new 'Compliance' tab must be answered as part of the application.

Alternatively, a PDF document will be available via your aggregator CRM system, which can be printed for completion, attachment and submission.

The BIG must be completed and submitted as a minimum requirement just like the Application Form and the 100 points of ID Form.

Q. How do I complete the BIG?

A. From Wednesday 21 November, the BIG will be incorporated into ApplyOnline and Loanapp loan application lodgement systems.

You will need to complete the BIG based on the interview conducted with the customer. Please ensure that all relevant parts of the BIG are completed correctly including signed and dated to avoid rework and approval delays.

Alternatively, a PDF document will be available from your aggregator CRM system which can be printed for completion and submission.

For more detailed information on how to complete the BIG, please see the 'BIG Help Guide'.

Q. How do I submit the BIG?

A. The BIG needs to be submitted along with other required supporting documents to ensure the fastest processing times. The BIG will be considered a minimum document requirement before the file can progress to credit assessment. To refresh your understanding, the minimum document requirements include:

- Application form and Privacy Act Consent Form – *fully completed and signed*;
- 100 Point ID form – *signed and dated*;
- Completed Serviceability Calculator – *including Living Expense worksheet*;
- Refinance statements (if applicable);
- Upfront valuation – *pre-ordered and include with credit submission*;
- **NEW!** Broker Interview Guide (BIG) – *completed and signed by yourself and your customer(s)*

Q. Who will review the BIG?

A. Our Credit Assessment teams will review the BIG. Please ensure the information in BIG is complete and consistent with the rest of the application to avoid any processing and approval delays.

Q. How long are the answers in the BIG valid for?

A. The BIG lasts for up to 90 days, which is the same life span as the customer's application. If the application expires you will need to complete a new BIG along with your new application.

Q. Will the assessment process change due to the BIG?

A. The answers in the BIG will be reviewed as part of the assessment process. If questions are incomplete or responses not clear you will be asked to provide further information or take further action with your customer.

If you need to add further information or make changes to the loan application (i.e. fixed to variable, loan repayment types, etc.) you will need to submit a request to the Credit Assessment team via the email template provided below. You will need to:

- fill in the BIG email template
- email the completed template to Advantedge.creditliaison@advantedge.com.au
- include supporting information from the customer(s) – i.e. the customer’s confirmation to make changes.

Advantedge email template	
Upload directly to the application via the Supporting Docs tab in ApplyOnline or Loanapp or email to: Advantedge.creditliaison@advantedge.com.au	
Application ID number:	Applicant Name(s):
What section of the BIG requires modification?	
What is changing?: <provide a description of what is changing>	
What is the reason for the Modification?: <provide a description the reason for the modification>	
Customer confirmation/attestation: Attach an email showing customer agreement to above BIG modification. <u>Emails must from the customer and be date stamped.</u>	
Broker name: Date:	

Q. What happens if I need to make changes to the loan application before or after unconditional approval?

A. Where you need to add further information or make changes please follow the Advantedge email template process above.

Q. What if I forget to complete some fields in the BIG?

A. If you forget to complete some fields in the BIG you may need to complete the missing sections of the BIG with additional customer confirmation. Follow the Advantedge email template process above.

Q. What happens if I add or remove an applicant, does the BIG need to be updated?

A. If you add or remove a customer(s) to the application, then a new BIG will need to be submitted.

Q. What if I forget to complete the BIG for an application?

A. The BIG will be considered a minimum document requirement. Where the ‘Compliance’ tab is available in your aggregator’s lodgement system, the contents of this tab must be completed in full with the loan application.

Q. In what lending scenarios will I need to complete the BIG?

A. All NCCP regulated lending will require a completed BIG, including loan variations. The BIG will be incorporated into the *Loan Variation Form*.

Q. When is the BIG not required?

A. The BIG is not required when the application is for non-NCCP lending and for non-credit critical loan variations (i.e. loan modifications).

Q. What happens if I have more than one split (i.e. Fixed & Variable) with more than one purpose (Purchase & Refinance) within the same application?

A. Only one BIG needs to be submitted with all relevant sections completed that apply to those products and purposes.

Q. Where can I go for more information or support?

A. Please contact your Business Development Manager or take a look at the '[BIG Help Guide](#)' for more detailed information on how to complete the BIG.