

Broker Interview Guide – new required document

At Advantagedge, we're focused on ensuring we deliver good customer outcomes for you and your customers.

As part of our responsible lending obligations, from **Wednesday 21 November** we will be introducing the Broker Interview Guide (BIG) – a required document that must be completed, signed and submitted with all new NCCP regulated home loan applications, where the lending is for Personal, Personal Household and Residential Investment Home Loans. This also applies to loan variations.

The BIG is part of industry-wide change to ensure good outcomes are delivered to your customers, in a simple, streamlined and supported way. The BIG will provide an understanding of why the specific product, loan amount, repayment preference and loan structure was selected by the customer, and show clear alignment with the customer's requirements and objectives.

The BIG has been developed alongside other lenders to ensure we have a standardised process to better support customer outcomes, aligning with the Combined Industry Forum (CIF) to bring our industry to a higher standard, together.

What is the Broker Interview Guide?

The BIG will detail key elements of your conversations with your customer that can be referred to in order to understand the customer's situation in detail and provide reasoning for the solutions that have been offered. It will need to be completed and supplied with every new and credit critical variation loan application.

What does this mean for you?

The BIG will be part of our minimum requirements for submission and must be signed and dated by yourself and your customer(s) and included as a supporting document when submitting an application.

From Wednesday 21 November:

- We will be working with your aggregator to ensure that the BIG will be available via your aggregator software.
- A printable PDF version of the BIG will be available via your aggregator systems.
- The Loan Variation Form will be updated to incorporate the BIG requirements and must be completed for credit critical changes. The updated form will direct you when you must complete the BIG.

Once the BIG is available in your aggregator software, you will notice a new tab in your lodgement system called 'Compliance'. This tab contains all the questions that are required to be completed as part of the BIG. Once completed the BIG needs to be printed, signed and submitted as a supporting document.

You will need to follow the same process you currently do when submitting required documents (i.e. Application Form or 100 points of ID Form) with your customers' applications.

Further support

To support you in completing this new required document, please take a look at:

- [Advantage BIG Broker FAQs](#)
- [Advantage BIG Help Guide](#) – this help guide will take you through each section of the BIG
- [Advantage AOL User Guide](#)

If you have any questions, please get in touch with your Loan Market Go Business Development Manager.

Regards,



Brett Halliwell
General Manager
Advantage Financial Services