

New Application COVID-19 Commentary

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Impact

Conversation Guide

Some questions to ask your applicants to help you understand their situation:

- Can you tell me about your job and the impacts of COVID-19?
- If applicable, has the rental income amount on any of your investment properties decreased?
- Can you tell me about any future changes that you are aware of and how they may potentially impact your financial situation?
- Has your employer given you any indication that COVID-19 may result in reduced hours or income?
- Post the COVID-19 pandemic, do you believe that you'll be able to return to your normal employment conditions?
- Have you been advised of any future changes to your employment?
- Is your situation temporary and likely to recover shortly after settlement? If yes, how will you meet your repayments and commitments during this interim period?

JobKeeper Payment

- Are you receiving salary that includes JobKeeper support? **Note: Applicants receiving income via employer JobKeeper allowance and performing minimal or no duties cannot be used to support application.**
- Is this an increase to your usual income?

Self-employed income

Can you tell me about your business and the impacts of COVID-19, will you be able to continue to trade? If impacted, you must address all of the following:

- Can you tell me about how the COVID-19 measures have impacted your sales, and how further measures may impact your sales over the coming months (e.g. reduced sales and enquires by 40% since last week due to the nature of the industry, or cancelled projects etc.)?
- Can you tell me about the impact that COVID-19 has had/may have on your cashflow over the next six months (e.g. debtors paying slower, creditors deducting terms)?
- What, if any, COVID-19 Government Assistance you have taken up?
- Can you tell me about any future changes that you are aware of and how they may potentially impact your financial situation?
- Post the COVID-19 pandemic, do you believe that your business will be able to return to more normal trading conditions? If so, how long have you planned for this to occur?

1. Have any of the applicants experienced or foresee any changes related to COVID-19?

Yes No (no further action required)

If you have selected 'Yes', please consider the following:

2. Does the income recorded in the application include any COVID-19 adjustments? (E.g.: JobKeeper, rental reductions, rent relief, government business grants etc.)

Yes No

3. Please advise if any of the below are applicable

Employment / Income:

- | | | |
|--|--|---|
| <input type="checkbox"/> Reduced work hours | <input type="checkbox"/> Reduced income | <input type="checkbox"/> Reduced rental income |
| <input type="checkbox"/> JobKeeper payment | <input type="checkbox"/> JobSeeker payment | <input type="checkbox"/> Cashflow (self-employed) |
| <input type="checkbox"/> Reduced Sales (self-employed) | | |

Existing Home Loan Customer:

- Loan repayment pause Loan repayment holiday
 Other, please specify:

4. Provide any supporting commentary relating to the applicant's position in line with the response above.

Other

Provide any further commentary as required: