

# Guide to Refinancing

The Ultimate  
Guide to  
Refinancing



**loans.com.au**  
THE HOME OF SMART MONEY

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# WHY REFINANCE WITH LOANS.COM.AU

At [loans.com.au](https://loans.com.au) we are proud to offer one of the most competitive interest rates in Australia for customers who want to refinance.

You could save thousands of dollars on your home loan and pay it off sooner by switching to [loans.com.au](https://loans.com.au)

## Benefits include:

- Award-winning home loans packed with features
- A game-changing online model which means we can pass on ultra-low interest rates to our customers
- Simple online application process with our innovative **onTrack** system
- Borrow safe in the knowledge that we are secure, backed by our parent company **Firstmac**, which has been in business for over 38 years

**FastTrax Refi** to pay out your lender quickly, you don't have to contact them, we will do it for you

1. The simple process at [Loans.com.au](https://loans.com.au)
2. Apply online
3. Talk to a specialist lender in our Australian-based call centre
4. Upload your documents and track the progress of your loan using **onTrack** website plus mobile app
5. **FastTrax refi** to payout your lender quickly with zero hassle for you
6. Access your account via our **Online Services**

## WHAT IS FastTrax Refi?

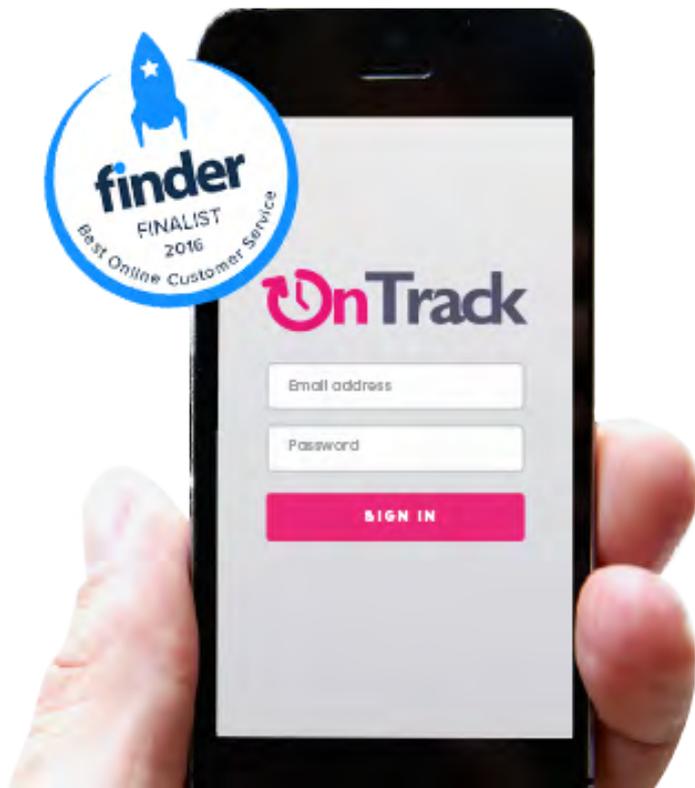
**FastTrax Refi** is a super-fast process where [loans.com.au](https://loans.com.au) pays off your old loan before sending any paperwork to discharge the loan. In that way you start saving on interest and repayments as soon as possible.

From the time you return the completed mortgage documents and Loan Agreement to us, it only takes days to switch to [loans.com.au](https://loans.com.au).

**FastTrax Refi** is online from start to finish which puts you in control of how fast your application progresses.

### [Apply now!](#)

If you are ready to start saving money, just fill out one of our easy online applications here. It only takes a few minutes.



**2017 Canstar 5  
star rating for  
outstanding value**

## OnTrack ADVANTAGE

onTrack is our innovative online portal which allows you to complete your home loan application entirely on your handheld device or computer from initial contact through to settlement and beyond.

Using onTrack means that you are able to complete your loan application in your own time. You don't have to wait for a bank branch to open to complete your home loan!

onTrack allows you to download all required forms and documents as well as allowing you to book an appointment with one of our loan specialists at a time that

suits you. You can securely submit your forms and supporting documents.

You can also:

- track the status of your loan, including what you have submitted, what we are doing, and what you need to do next
- communicate with your loan support officer through a real-time messaging system

onTrack is an end-to-end system, making your switch to [loans.com.au](http://loans.com.au) hassle free and fast.

onTrack gives you more control to fast track your refinance and more knowledge than traditional lending processes.



## KEY REASONS TO REFINANCE

### Get a better interest rate

Saving money with a lower interest rate is the top reason why people refinance. Even a small reduction in interest rate can save you tens of thousands of dollars over the life of your loan. Switching for a better rate is just a smart move.

### Reduce your monthly repayment

Less money going to your home loans each month means more money for the things that matter to you.

### Innovative and fast process

You will be dealing with a tech-savvy, award-winning specialist home loan lender. [Loans.com.au](https://loans.com.au) is changing the face of lending in Australia, challenging the major banks in all areas including price, innovation and efficiency.

## HOW MUCH WILL YOU SAVE BY SWITCHING

Even a small reduction in interest rate can add up to tens of thousands of dollars in savings. Using our handy [loan comparison calculator](#), you can easily work out how much you will save over the life of your loan by switching to [loans.com.au](https://loans.com.au). The results may surprise you!



# HOW TO REFINANCE WITH US

Loans.com.au FastTrax Refi pays out your old loan so you can start saving money in a fraction of the time it takes to refinance with other lenders.



The process works like this:

### 1. Start your application

Visit [loans.com.au](https://loans.com.au) and fill out an online application. It only takes a few minutes to complete. You will then be prompted to book a phone appointment with one of our loan specialists.

### 2. Speak to a specialist

[Loans.com.au](https://loans.com.au) loan specialists are home loans specialists with years of experience. We are here to ensure you get the home loan features best suited to your requirements.

### 3. Login to onTrack

Once you have applied, you will need to supply some supporting documents such as pay slips, bank statements and details of your existing loan. You can do this using **onTrack**, our easy-to-use online portal. You can use **onTrack** on any computer or mobile device including your mobile phone.

### 4. Property valuation

We will arrange for a property valuation to be done on the property you are borrowing against.

### 5. Loan Approval

We will conduct a credit assessment and if it is satisfactory we will approve your loan.

### 6. Loan documentation

At this Stage you will receive through **onTrack**:

- Final Approval of your loan
- Your Mortgage documents and Loan Agreement pack
- You sign the loan documents and return them

- You authorise us to deal directly with your existing lender

### 7. Settlement

In most cases, we will send funds directly to your current lender and do the paperwork with them later. Because the loan balance is now zero, from that date you no longer pay them interest, even if they drag their heels on discharging the loan.

We pay the loan out by estimating payout costs based on current balance, rate and repayments.

### 8. Access your account online

Once the payment is made, you will receive your login credentials for Online Services so you can manage your loan online.

## DOCUMENTS YOU WILL NEED

When you refinance you will need to supply some documents to prove that you can afford to repay the loan.

### Documents typically required

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PAYG taxpayers – last two payslips

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Self-employed - last two year's tax returns with an ATO Notice of Assessment

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Three months of bank statements

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Evidence of any rental income

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Six months of statements for your current home loan

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Three months of statements for any loans you are consolidating ie. credit card debt

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A copy of your current Rates Notice and evidence of payment

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# FREQUENTLY ASKED QUESTIONS

## Q. How long does refinancing take?

A. Using our **FastTrax** refinancing process it typically takes about three weeks from submitting an application until settlement. This compares to a traditional refinance with the banks which can take upwards of 6-8 weeks.

## Q. How much can I save?

A. To find out how much you can save, just use our handy loan comparison [calculator](#)

## Q. What is my new repayment?

A. To work out what your new, low repayment will be, just use our simple mortgage repayment [calculator](#).

## Q. Do I have to speak with my current lender?

A. No, just authorise us to deal directly with your existing lender on your behalf and we will take care of it.

## Q. How does it work when you're an online lender?

A. Being entirely online does not make us less safer than your local bank or broker. In fact, we are proud of our very own secure and innovative application portal **onTrack**.

# JARGON BUSTER

Terms	Description
<b>Discharge Authority Form</b>	Instructs your former lender that you would like to close your loan with them and where to send any surplus funds.
<b>Equity</b>	The difference between the value of the home and the mortgage loan is called equity. Over time, as the value of the home increases and the amount of the loan decreases, the equity of the home generally increases.
<b>FastTrax Refi</b>	where we pay off your old loan before sending any paperwork to discharge the loan. In that way you start saving on interest and repayments as soon as possible. From the time you return the completed mortgage documents and Loan Agreement to us, it only takes days to switch to <a href="http://loans.com.au">loans.com.au</a> .
<b>Final approval</b>	This is the formal approval of your loan. Once you have final approval we have committed to lend you the money. At this stage, you will be issued with mortgage documents which you have to sign and return to make the contract binding.
<b>onTrack</b>	Our online application portal. You can manage your loan right through from application to settlement using <b>onTrack</b> . It works on all computers and mobile devices.
<b>Loan-to-Value-Ratio (LVR)</b>	Indicates how much of your own money is invested in your property compared to how much you have borrowed.
<b>Preliminary approval</b>	Also known as “pre-approval”, this is an offer to lend you a certain amount pending full approval. It does not guarantee that the loan will be approved.
<b>Refinance</b>	When you change home loan provider to a different lender
<b>Settlement</b>	The date and time where we pay off your existing loan, marking the beginning of your loan with us.
<b>Valuation</b>	An assessment of the market value of your property.

# ABOUT LOANS.COM.AU

Loans.com.au is an award-winning online lender that is proudly Australian and based in the heart of Brisbane, with offices in other capital cities.

Since we were founded in 2011, we have grown to become an industry leader with thousands of happy customers in every state and territory.

From our local call centre, our service team helps hundreds of customers around the country apply for and manage their loans, every day.

Home buyers are choosing us because we don't have expensive bricks-and-mortar branches and we pass the savings on to them through super-low interest rates.

But we are more than just a great low rate.

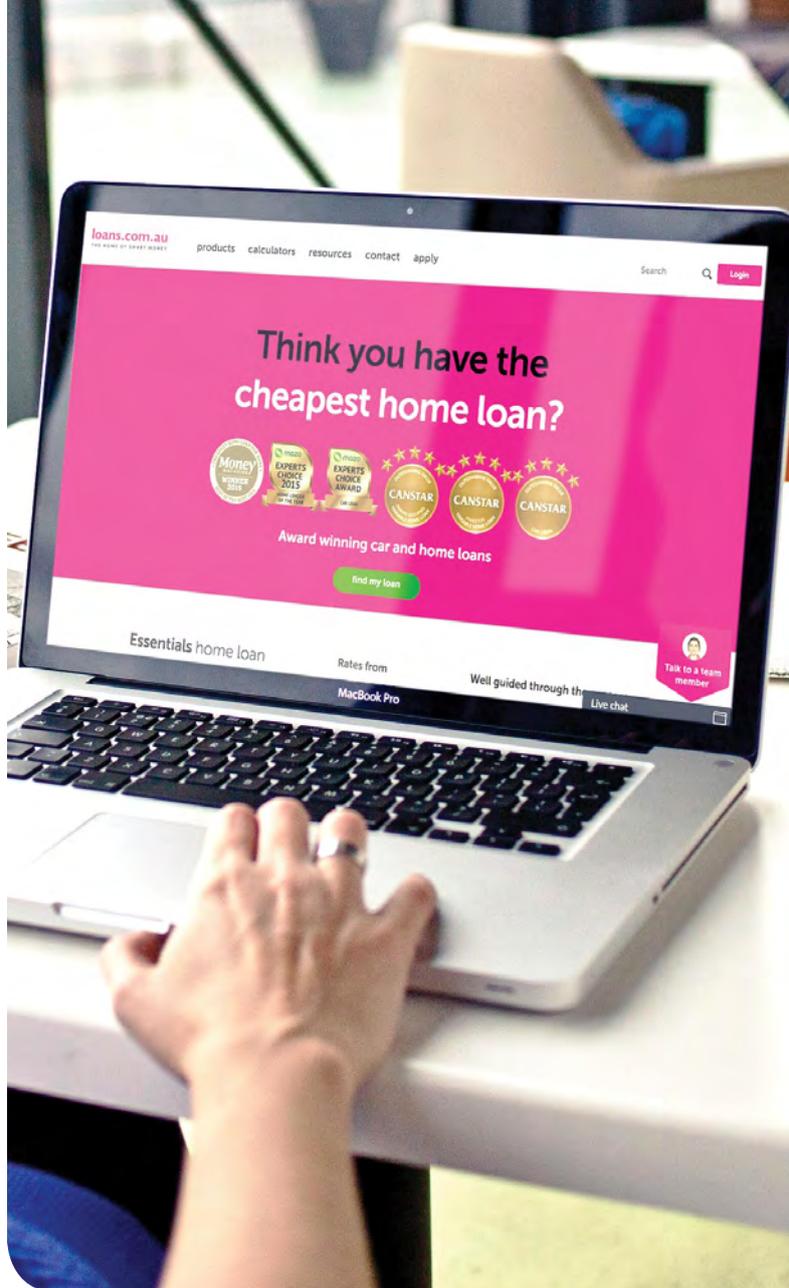
We have taken the hassle out of getting a home loan by cutting through the old-fashioned processes of traditional lenders to put you in control.

With the support of our local service team you can move through your online application at your own pace and with full knowledge of what is happening at each stage.

You can borrow from **loans.com.au** secure in the knowledge that we are regulated by the Australian government.

Our operations are covered by the National Credit Code which is enforced by the financial services watchdog, the Australian Securities and Investments Commission.

We are powered by the financial



strength of **Firstmac**, which is Australia's largest non-bank lender. **Firstmac** has been operating successfully for 38 years and it has more than \$8 billion in mortgages under management.

If you follow rugby league you may have heard of **Firstmac** because it is a Premier sponsor of NRL team, the **Brisbane Broncos**.

**Loans.com.au** is Australian-owned-and-run, has a long track record of success, and has super-low rates that can save you thousands of dollars. That's why we are the Home of Smart Money.

# CONTACT



Call us on 13 10 90 7am - 7pm, Monday to Friday.  
AEST Alternatively (+61 7 3017 8899)



Email: [customercare@loans.com.au](mailto:customercare@loans.com.au)



Or visit our website at [loans.com.au](https://loans.com.au) to chat online.



**Super-low interest rates**  
 save on the cost of branches, we pass on in the form of lower interest rates for our customers.



thousands of  
 HAPPY CUSTOMERS

Powered by  
**Firstmac**



MORE THAN  
**\$8 BILLION**  
 IN MORTGAGES




**AWARDED**

\*2015 Home Lender of the year in Mozo's Expert Choice Award

\*5 star ratings for our variable rate home loans from Canstar plus many others



**Great value**

ALL CLICKS  
 NO BRICKS

**7-7** AEST  
 am-pm

**MON-FRI**  
 phone support




The home of  
**SMART MONEY**



**FAST TRACK APPLICATION**

**secure**

256 SSL encryption  
 AND  
 a firewall mechanism




**Hassle FREE**

Apply online in just five steps

We hope you find this guide valuable.  
For more info visit [www.loans.com.au](http://www.loans.com.au)

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