

Your guide to *Refinancing*



What you'll need to
refinance your
home loan.

loans
.com.au

Contents



- 1 Refinancing made easy with loans.com.au
- 2 The onTrack app
- 3 The benefits of refinancing your home loan
- 4 Refinancing explained: the loans.com.au way
- 5 Frequently asked questions
- 6 Lending terminology
- 7 Contact us

1 Refinancing made easy with loans.com.au

At loans.com.au we are proud of our award winning interest rates.

Switching to loans.com.au is easier than you think and it could save you thousands doing it.

Benefits to switching



Offset available for 0.10%

Add an offset sub-account with a Visa debit card access to help you to pay off your loan sooner.



No monthly or ongoing fees.

Switch to loans.com.au and save thousands over the life of your home loan with access to our great rates and no hidden fees or charges.



Unlimited additional repayments with free redraws

Reduce your loan term, whilst still having access to your savings.



Quick and easy process

[Apply easily online](#) or [chat](#) to one of our lending specialists.

2 The onTrack app

onTrack enables you to process your home loan application entirely through an online portal accessible by phone or computer. It provides real time updates as your application progresses from application through to settlement.

Key benefits of onTrack include:



Easy application

Begin your application online, or chat to one of our Australian based home lending team.



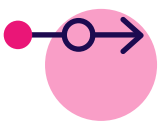
Download documents

Download all required forms and documents



Let's chat

Arrange a call with one of our home lending specialists at a time that works for you.



Track your progress

Track the status of your application and receive real time updates as it progresses through to settlement.



Upload documents

Upload your documents into one app. It's safe, secure and real easy.



Access at your fingertips.

You now have access and complete clarity of your loan application on-the-go with our onTrack app.



Login to Smart Money to manage your accounts online and onTrack to fast track your loan application.

- ✓ Gain 24/7 control of your application
- ✓ Get alerts straight to your phone
- ✓ Easy to download mobile app
- ✓ Secure online portal

Download onTrack



We're award winning, which means that's a win for you too!

As a loans.com.au customer, you'll love the benefits of our award-winning home loans.



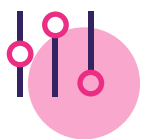
3 The benefits of refinancing your home loan

Why refinance with **loans.com.au**



Award winning interest rates

Compare interest rates and see if you can switch to a lower interest rate to save in interest payments. You could save thousands over the life of your loan.



Flexible features

Looking to save with an offset, or make extra repayments with the option to redraw?



Get a quick decision

[Apply easily online](#) or [chat](#) to one of our lending specialists.

Switch and save by refinancing with **loans.com.au**

You can access our comparison calculator that will calculate what your weekly/fortnightly/monthly repayments could be with loans.com.au.

Use Calculator

4 Refinancing explained: the loans.com.au way

Switch and save with loans.com.au in just **6 easy steps**

Applying is simple, [get started online](#).

1



Application

Simply fill out your home loan application online at loans.com.au by entering some of your details, or chat to one of our Australian based home lending specialists, over the phone and they can complete your application for you.

2



The onTrack app

Once you've applied, upload documents such as payslips, bank statement and details of your existing loan via the onTrack app. The onTrack app allows you to have 24/7 control of your application and receive updates straight to your phone.

3



Let's chat

You will then have an appointment with one of our Australian based home lending specialists to organise preliminary approval of your home loan, and guide you through the refinance process from application to settlement.

4



Sign and accept our offer

If your application has been approved, you will receive your final approval, mortgage documents and loan agreement via the onTrack app. You must sign and upload to onTrack so that we may deal directly with your existing lender.

5



Settlement

We will finalise your loan with your existing lender. In most cases, funds will be sent directly to your current lender to pay your previous loan out and you will no longer pay them interest from this date. The payout cost is estimated based on the current balance, rate and repayments. Paperwork is managed on your behalf.

6



Access your account online

Once settlement is complete, we will send your login credentials to start managing your payments in the Smart Money app.



5 Frequently asked questions

How long will it take to refinance my home loan?

From application to settlement, it typically takes approximately 3 weeks. The exact time depends on which bank you're refinancing from and when the discharge authority to the other bank is submitted. We will guide you through every step of the process.

How much can I save?

Compare your loan with ours to find out how much you could save by switching to loans.com.au. [Use calculator](#)

What is my new repayment amount?

You can access our comparison [calculator](#) that will calculate what your weekly/fortnightly/monthly repayments could be with loans.com.au.

Do I have to speak with my current lender?

No, all you have to do is authorise for us to deal directly with your existing lender on your behalf. From there, we'll take care of the rest!

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

You can get your dream home at a great low home loan rate because of our online model. We don't have to pay for branches or broker commissions, which means we are able to pass our savings directly on to you through low home loan rates.



6 Lending terminology

Discharge Authority Form

Instructs your former lender that you would like to close your loan with them and where to send any surplus funds.

Equity

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.

Final approval

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.

The onTrack app

onTrack is our secure online portal, enabling you to safely process your home loan application entirely, including uploading payslips and personal information via your phone or computer from enquiry right through to settlement with real time updates as your application progresses.

Loan-to-Value-Ratio (LVR)	Indicates how much of your own money is invested in your property compared to how much you have borrowed.
Preliminary approval	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.
Refinance	When you change home loan provider to a different lender.
Settlement	The date and time where we pay off your existing loan, and commence your new loan with us.
Security assessment	An assessment of the market value of your property.

9 Contact us



Call us on 13 10 90

7am - 7pm, Monday to Friday. AEST Alternatively
(+61 7 3017 8899)



Email customercare@loans.com.au



Chat online right now



Visit loans.com.au

Connect with us



loans.com.au

This is a guide only and details are subject to change at any time. Information in this handbook is general only, does not take into account your particular circumstances or objectives, and is not a substitute for professional advice in relation. Any advice does not take into account your personal needs and financial circumstances and you should consider whether it is appropriate for you and read the Terms and Conditions, Product Disclosure Statement and Financial Services Guide before acquiring any product.