

## **Addendum Questionnaire**

Finance and Mortgage Broking

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## Privacy Statement

DUAL Australia Pty Ltd is bound by the obligations of the Privacy Act 1988 as amended by the Privacy Amendments (Private Sector) Act 2000 regarding the collection, use, disclosure and handling of personal information. We will protect the privacy of your personal information.

We will use the information you provide in this Addendum Form (including any supplementary documentation) to consider your application for insurance, to determine policy terms, to assess a claim, etc.

We may disclose your personal information to third parties who we believe are necessary to assist us. These third parties will only use your personal information for the purposes we provided it to them (or if required by law). We may also be required to disclose your personal information to others for the purposes of public safety and/or law enforcement.

If you provide us with personal information about other individuals you must ensure that you obtain consent from those individuals to disclose that information to us.

You are entitled to access your personal information and request any correction if required.

## SECTION 1: PROFESSION RELATED QUESTION

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- Please provide a breakdown of your total gross income (including fees and commissions) for the past 12 months between the following activities by stating the whole amounts in Australian Dollar (\$) and the percentage:

<b>Fees Earned From:</b>	<b>Percentage Breakdown</b>	<b>Last Financial Year's Gross Fees</b>	<b>Current Financial Year's Gross Fees</b>
	%	\$	\$
1. Mortgage Origination			
2. Mortgage Broking			
3. Mortgage Management			
4. Finance Broking			
5. Leasing and Hire Purchase			
6. Chattel			
7. Mezzanine			
8. Insurance Agency			
9. Insurance Broking (not covered)			
10. Arranging of deposit bonds			
11. Other (Please specify)			
<b>Total</b>	<b>100%</b>		

- Of the loans you arrange finance for, please advise the overall percentage split of loan type:

<b>Loan Type</b>	<b>Percentage Split</b>
1. Residential	%
2. Commercial	%
3. Rural	%
4. Industrial	%
5. Investment Property	%
6. Plant and equipment Finance broking	%
7. Development/construction	%
8. Refinancing	%
9. Other (please provide full details)	%
<b>Total</b>	<b>100%</b>

3. Please provide estimate of Loan Values arranged over the past twelve months:

Loan Value	No. Loans / % Income
< \$250,000	
< \$500,000	
< \$1,000,000	
> \$1,000,000	
<b>Total</b>	<b>100%</b>

4. What is the maximum value loan in the past three years (including loan type):

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5. What is the average value loan in past three years (including loan type):

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6. Please advise the source of finance used:

Finance Provider	
Banks	%
Financial institutions	%
Non-bank institutions (please provide details below)	%
Solicitors Funds (not covered)	%

Please list below and provide details of other sources of finance that are used and are not listed above:

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7. Do you have formal agreements in place with finance providers? Yes [ ] No [ ]

If YES, please provide list and please advise how many financial institutions/credit providers you hold accreditation with:

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8. Do you have authority to approve or settle loans on behalf of lenders? Yes [ ] No [ ]

If YES, please provide full details including Delegated Loan Authority and copies of contract agreements for each lender you have authority to approve or settle loans for and please advise which staff are authorised to approve or settle loans:

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9. Do you arrange loans in excess of 80% LVR? Yes [ ] No [ ]

If YES, please provide full details \_\_\_\_\_

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10. What is the maximum loan to value ratio for finance arranged over the past twelve months?

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11. Has any lender revoked their agreement with you to provide loan applications? Yes [ ] No [ ]

If YES, please provide full details: \_\_\_\_\_

\_\_\_\_\_

12. Please indicate the percentage of loans you arrange finance for that is subject to the Consumer Credit Code:

\_\_\_\_\_

(a) Do you ensure all loans subject to this Code are compliant? Yes [ ] No [ ]

If No, please provide full details:

\_\_\_\_\_

13. Are you a member of a Professional Association? Yes [ ] No [ ]

If Yes, please provide details: \_\_\_\_\_

14. Are you a member of any External Dispute Resolution Scheme? Yes [ ] No [ ]

If Yes, please provide details: \_\_\_\_\_

15. When arranging valuations do you use an approved panel of valuers? Yes [ ] No [ ]

If NO, please provide full details: \_\_\_\_\_

\_\_\_\_\_

16. Of the loans you arrange finance for please advise the portion of income and maximum value of loans arranged/derived from the following:

Low documentation loans	\$	%
Deposit impaired loans	\$	%
Credit-impaired loans	\$	%

17. Do you provide any services/ advice in respect of Reverse Mortgage Products? Yes [ ] No [ ]

If YES, do you advise the client to seek independent legal advice? Please also provide full details including disclosure statements issued to clients and any formal arrangements in place with providers:

\_\_\_\_\_

\_\_\_\_\_

18. Do you arrange finance for second mortgages? Yes [ ] No [ ]

If YES, please provide full details: \_\_\_\_\_

\_\_\_\_\_

19. When arranging the finance for residential mortgages, is a formal valuation required at all times as part of the financing condition? Yes [ ] No [ ]

If NO, please provide full details: \_\_\_\_\_

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## SECTION 2: ACTIVITIES PERFORMED IN WA (only complete if any gross fees/income earned in WA)

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1. Do you currently hold/or in the process of applying for a Restricted Finance Brokers certificate issued by the Finance Supervisory Board of Western Australia? Yes [ ] No [ ]
2. Do you currently hold or applying for a license issued by the Commissioner of Consumer Protection? Yes [ ] No [ ]

## SECTION 3: RISK MANAGEMENT

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1. Do you conduct due diligence when verifying documentation submitted in loan applications by your clients? Yes [ ] No [ ]
2. Do you have signature rights to any banking accounts of which borrowers monthly and/or other payments are deposited? If Yes, please provide full details. Yes [ ] No [ ]
3. Do you apply the principle of separation of duties (where practicable) in order to reduce the incidence of fraud and dishonesty by employees? Yes [ ] No [ ]
4. If you are required to witness a client's signature do you always ensure this is done in your presence? If NO, Please provide full details Yes [ ] No [ ]
5. If you are required to provide 100 point ID check as part of the loan application contract process, do you always sight the original documentation. If NO, please provide details. Yes [ ] No [ ]
6. When hiring staff, do you conduct full background checks on applicants? Yes [ ] No [ ]

## SECTION 4: CLAIMS INFORMATION

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1. Have any Claims been made against the Company for professional negligence, error or omission in the last 5 years? Yes [ ] No [ ]

If YES, please provide further details of the Claim, the Claim amount and any payments:

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2. Is the Proposer aware, after enquiry of any circumstances or incident, which may give rise to a Claim? Yes [ ] No [ ]

If YES, please provide further details:

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## SECTION 5: FURTHER DECLARATION TO THE PROPOSAL

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### AFTER INQUIRY,

I declare that the statements and particulars are true and that I have not misstated or suppressed any material facts. I agree that this Addendum, together with the Proposal and any other information supplied by us shall form the basis of any contract of insurance effected thereon, and I undertake to inform the insurer of any material alteration to these facts whether occurring before or after completion of such contract of insurance. I acknowledge that I have read and understood the "Notice to Insured" on the first page of the Proposal. I agree that the Underwriters may use and disclose our personal information in accordance with the "Privacy Statement" at the beginning of this Proposal. I am authorised to complete the above information on behalf of the Insured named in the Proposal.

Insured's Name: \_\_\_\_\_

Signature Principal(s)/ Partner(s)/ Director(s): \_\_\_\_\_

Date (dd/mm/yyyy) \_\_\_\_\_