

### What are the steps in the application process?

- 1 Scenarios, Policy questions and general information.
  - brokersupport@resi.com.au
  - 1800 737 448 option 1
  - Resi BDM
- 2 Applications to be submitted via Vownet or Ynet and Applyonline.
- 3 All supporting documents to be emailed within 24hrs once application has been submitted.
  - Email for supporting documents: applications@resi.com.au
- 4 File will be triaged and placed into assessment queue once all supporting documents have been received.
- 5 When file has been assessed the Credit assessor will contact the broker via phone and review the file. Assessor will issue a Conditional approval or Decline after speaking with the broker.
- 6 Broker to return all conditions to the assessor via email. All conditions to be sent in at the one time. File will not be looked at until all conditions are returned.
  - Email for return conditions: credit@resi.com.au
- 7 Conditions will then be checked once received and Formal approval issued.
- 8 Documents will then be issued to the client and file will be moved to our service team.
- 9 The service team will then liaise with the solicitors to ensure a smooth settlement process. Broker will be kept informed throughout the process until settlement is complete.

#### Key Contact Points

All Follow ups and status of applications:	<ul style="list-style-type: none"> <li>• Brokersupport@resi.com.au</li> <li>• 1800 737 448 option 2</li> <li>• Your Resi BDM</li> </ul>
All post formal status updates and enquiries until settlement:	<ul style="list-style-type: none"> <li>• service@resi.com.au</li> <li>• 1800 737 448 option 3</li> </ul>
All post settlement and client enquiries:	<ul style="list-style-type: none"> <li>• service@resi.com.au</li> <li>• 1800 754 758</li> </ul>