

Date:

# Client Needs Analysis

## YOUR DETAILS:

Full name (Client 1):

Full name (Client 2):

**If Company and/or Trust:**

Company/Trust name:

ABN/ACN:

Registered address:

State  P/code

Business address (if different from above):

State  P/code

Full name/s of trustee/s:

1.

2.

3.

4.

Full names of beneficiaries:

1.

2.

3.

4.

<b>CREDIT ASSISTANCE PROVIDER:</b>	
Name: <input type="text"/>	Company name: <input type="text"/>
Registration / License / Credit Representative number: <input type="text"/>	Phone number: <input type="text" value="( )"/>
Mobile number: <input type="text"/>	Email address: <input type="text"/>

## YOUR REQUIREMENTS AND OBJECTIVES:

*For example: purchase home, buy land, building, investment property, refinance, renovate, relocation, debt consolidation, study, holiday, car, boat, extra cash, etc.*

What are the primary reasons for seeking credit (how will the funds will be used) or the reasons for a review of an existing credit contract?

1.		\$
2.		\$
3.		\$

Additional notes:

Amount of credit sought: \$

Term of credit sought:  Years

If **purchasing property**, how long are you looking to retain the property for?

< 2 years     2-5 years     5-10 years     10 years plus

*Please provide reasons below.*

If refinancing or consolidating debts, please provide details of the debts that are being refinanced or consolidated and the resulting benefit to you.

## YOUR DETAILS:

Client 1:

Title: Mr  Mrs  Ms  Miss  Other

Surname:

Given names:

Date of birth:  /  /  Sex: Male  Female

Resident of (if not Australia):

Marital status: Single  Married  De facto   
Widowed  Separated  Divorced

Number of dependents:  Ages:

Current address:

 State  P/code 

Time at current address:  Years  Months

Current residential status: Own home  Mortgaged  Renting

Boarding  Live with family  Other

**If under 2 years, please provide previous address details.**

Previous address:

 State  P/code 

Postal address (if different from current residential address):

 State  P/code 

Email address:

Home phone number: (  )

Work phone number: (  )

Mobile number:

Fax number: (  )

Preferred daytime contact number: Home  Work  Mobile

Client 2:

Title: Mr  Mrs  Ms  Miss  Other

Surname:

Given names:

Date of birth:  /  /  Sex: Male  Female

Resident of (if not Australia):

Marital status: Single  Married  De facto   
Widowed  Separated  Divorced

Number of dependents:  Ages:

Current address:

 State  P/code 

Time at current address:  Years  Months

Current residential status: Own home  Mortgaged  Renting

Boarding  Live with family  Other

**If under 2 years, please provide previous address details.**

Previous address:

 State  P/code 

Postal address (if different from current residential address):

 State  P/code 

Email address:

Home phone number: (  )

Work phone number: (  )

Mobile number:

Fax number: (  )

Preferred daytime contact number: Home  Work  Mobile

# YOUR EMPLOYMENT DETAILS:

## CLIENT 1:

Employment status:

PAYG employee  Self employed  Family business  Full time   
Part time  Casual  Contractor  Temporary   
Home duties  Retired  Student   
Not employed  Govt. benefit recipient   
Other

Occupation:

Employment sector or nature of business:

Employer/Company name and address:

State P/code

Employer contact name and phone number (HR / Payroll contact):

 - (  )

Employer email:

Time at current employment:

Years Months

Average hours per week (if casual or part time):

Hours

**If employed or in business for less than 2 years, please provide previous employment details.**

Previous occupation and industry (if different from current):

Previous employment status:

PAYG employee  Self employed  Family business  Full time   
Part time  Casual  Contractor  Temporary   
Home duties  Retired  Student   
Not employed  Govt. benefit recipient   
Other

Previous employers name and address:

State P/code

Time at previous employment:

Years Months

## CLIENT 2:

Employment status:

PAYG employee  Self employed  Family business  Full time   
Part time  Casual  Contractor  Temporary   
Home duties  Retired  Student   
Not employed  Govt. benefit recipient   
Other

Occupation:

Employment sector or nature of business:

Employer/Company name and address:

State P/code

Employer contact name and phone number (HR / Payroll contact):

 - (  )

Employer email:

Time at current employment:

Years Months

Average hours per week (if casual or part time):

Hours

**If employed or in business for less than 2 years, please provide previous employment details.**

Previous occupation and industry (if different from current):

Previous employment status:

PAYG employee  Self employed  Family business  Full time   
Part time  Casual  Contractor  Temporary   
Home duties  Retired  Student   
Not employed  Govt. benefit recipient   
Other

Previous employers name and address:

State P/code

Time at previous employment:

Years Months

**YOUR FINANCIAL POSITION:** *The following asset and liability information provides a snapshot of your net worth position.*

ASSET TYPE:	VALUE:	LIABILITY TYPE:	LIMIT:	MONTHLY REPAYMENT:	AMOUNT OWING:
Principal home Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Address: _____	\$ _____	Principal home Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Investment property Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Address: _____	\$ _____	Investment property Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Investment property Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Address: _____	\$ _____	Investment property Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Holiday home Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Address: _____	\$ _____	Holiday home Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Motor vehicle Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Type: _____	\$ _____	Motor vehicle finance Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Motor vehicle Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Type: _____	\$ _____	Motor vehicle finance Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Investments (eg. shares, managed funds, term deposits) Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Line of credit Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Cash (including savings) Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Credit cards and retail store cards (Total combined limits etc.) Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
Superannuation Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Margin lending or other invest. loans Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/> Interest rate: _____ % Lender: _____	\$ _____	\$ _____	\$ _____
Contents (insured value) Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Interest free debt Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
Other assets (eg. boats, caravans collections) Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Overdrafts and other bank facilities Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
Other— provide details _____ Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Loans as guarantor Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
_____ Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Hire purchase (Total of all HP agreements) Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
_____ Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Personal debt Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
_____ Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	Lease (Total of all lease agreements) Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
_____ Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	HECS liability / Taxation debt Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
		Other liabilities – provide details _____ Client 1 <input type="checkbox"/> Client 2 <input type="checkbox"/> Both <input type="checkbox"/>	\$ _____	\$ _____	\$ _____
<b>TOTAL ASSETS (A)</b>	\$ _____	<b>TOTAL LIABILITIES (B)</b>	\$ _____	\$ _____	\$ _____
			<b>NET WORTH (A-B)</b>	\$ _____	

# YOUR INCOME AND EXPENDITURE:

## YOUR INCOME IF PAYG CLIENTS:

CLIENT 1:			CLIENT 2:		
ANNUAL INCOME:	GROSS	NET	ANNUAL INCOME:	GROSS	NET
Base incomes/salary	\$	\$	Base incomes/salary	\$	\$
Bonuses	\$	\$	Bonuses	\$	\$
Period of receipt:			Period of receipt:		
Regular overtime	\$	\$	Regular overtime	\$	\$
Period of receipt:			Period of receipt:		
Rental income		\$	Rental income		\$
Investment income		\$	Investment income		\$
Government allowances		\$	Government allowances		\$
Other		\$	Other		\$
<b>SUBTOTAL (1)</b>		\$	<b>SUBTOTAL (2)</b>		\$
<b>TOTAL NET ANNUAL INCOME (1+2)</b>					\$

## YOUR ANNUAL INCOME IF SELF EMPLOYED (LAST TWO FINANCIAL YEARS):

The following information is for: Client 1  Client 2  Both

FINANCIAL YEAR ENDING	/	/	:	FINANCIAL YEAR ENDING	/	/	:
Sales	\$			Sales	\$		
<b>Less</b> cost of goods sold	\$			<b>Less</b> cost of goods sold	\$		
Gross profit	\$			Gross profit	\$		
Operating expenses	\$			Operating expenses	\$		
<b>NET PROFIT BEFORE TAX</b>	\$			<b>NET PROFIT BEFORE TAX</b>	\$		
<b>ADD BACKS:</b>				<b>ADD BACKS:</b>			
One off expenses	\$			One off expenses	\$		
Interest	\$			Interest	\$		
Superannuation	\$			Superannuation	\$		
Depreciation	\$			Depreciation	\$		
Directors salaries and fees	\$			Directors salaries and fees	\$		
Other	\$			Other	\$		
<b>SUBTOTAL</b>	\$			<b>SUBTOTAL</b>	\$		
Less tax	\$			Less tax	\$		
<b>TOTAL</b>	\$			<b>TOTAL</b>	\$		
<i>(Last financial year)</i> <b>TOTAL NET ANNUAL INCOME</b>					\$		

<i>Total net annual income (PAYG) + total net annual income (Self Employed)</i> <b>TOTAL NET ANNUAL INCOME</b>	\$
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<i>Total net annual income ÷ 12</i> <b>TOTAL NET MONTHLY INCOME (A)</b>	\$
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**ACCOUNTANT'S DETAILS:** Accounting firm: \_\_\_\_\_

Contact name: \_\_\_\_\_ Contact phone number: \_\_\_\_\_  
 (       )

Email address: \_\_\_\_\_

## YOUR CASH FLOW POSITION:

The following information provides a snapshot of your current cash flow position.

**TOTAL NET MONTHLY INCOME (A)** From page 5

\$

### CURRENT MONTHLY LOAN REPAYMENTS / RENT:

Rent:	\$ <input type="text"/>
Existing home loan:	\$ <input type="text"/>
Existing investment loan:	\$ <input type="text"/>
Credit cards / store cards (combined monthly payment):	\$ <input type="text"/>
Personal loan / car loan:	\$ <input type="text"/>
Other loans:	\$ <input type="text"/>
<b>CURRENT MONTHLY REPAYMENTS (B)</b>	\$ <input type="text"/>

Will this expenditure continue after settlement? Yes\*  No

Will this expenditure continue after settlement? Yes\*  No

Will this expenditure continue after settlement? Yes\*  No

Will this expenditure continue after settlement? Yes\*  No

Will this expenditure continue after settlement? Yes\*  No

Will this expenditure continue after settlement? Yes\*  No

**FUTURE MONTHLY REPAYMENTS\* (C)**

\$

\* Subtotal of all current expenditure marked as continuing after settlement.

**REPAYMENT FOR THE PROPOSED LOAN (D)**

\$

### CURRENT MONTHLY LIVING EXPENSES:

Food / housekeeping:	\$ <input type="text"/>
Insurance: (eg. motor vehicle, home contents / building, medical, life / income protection)	\$ <input type="text"/>
Utilities: (eg. rates, gas, electricity, telephones)	\$ <input type="text"/>
Transport: (eg. public transport, petrol, registration, repairs)	\$ <input type="text"/>
Education: (eg. school, college, university)	\$ <input type="text"/>
Dependants support: (eg. childcare, child maintenance)	\$ <input type="text"/>
Entertainment:	\$ <input type="text"/>
Other:	\$ <input type="text"/>
<b>CURRENT MONTHLY LIVING EXPENSES (E)</b>	\$ <input type="text"/>

**FUTURE MONTHLY LIVING EXPENSES# (F)**

\$

**TOTAL CURRENT MONTHLY EXPENDITURE (B+E=G)**

\$

**TOTAL FUTURE MONTHLY EXPENDITURE (C+D+F=H)**

\$

**TOTAL CURRENT MONTHLY NET SURPLUS (A-G)**

\$

**TOTAL FUTURE MONTHLY NET SURPLUS (A-H)**

\$

# Please provide details of any expected changes between current and future living expenses.

## YOUR PROPOSED LOAN REQUIREMENTS:

Borrower name/s property 1:

  


Address of security property 1:

  
 State P/code

Borrower name/s property 2:

  


Address of security property 2:

  
 State P/code

Borrower name/s property 3:

  


Address of security property 3:

  
 State P/code

## IF YOU'RE PURCHASING:

### PURCHASE AND LOAN COSTS:

Purchase price:	\$
Lender application / Valuation fees:	\$
Transfer stamp duty:	\$
Legal and registration fees:	\$
LMI: Add to loan? Yes <input type="checkbox"/> No <input type="checkbox"/>	\$
<b>TOTAL COSTS (A)</b>	\$
<b>LOAN AMOUNT REQUESTED (B)</b>	\$
<b>OWN FUNDS REQUIRED (A-B)=C</b>	\$

### AVAILABLE FUNDS:

Deposit paid:	\$
Cash savings:	\$
Sale proceeds:	\$
Gift:	\$
FHOG:	\$
Other:	\$
<b>TOTAL OWN FUNDS (D)</b>	\$
<b>OWN FUNDS REQUIRED (A-B)=C</b>	\$
<b>SURPLUS/SHORTFALL (D-C)</b>	\$

## IF YOU'RE REFINANCING OR INCREASING A LOAN:

Purpose for refinancing / top up? Better rate  Consolidate debts   
 Need extra cash  Restructure  Investing  Renovating   
 Building  Other   
 Property value (property being refinanced): \$  
 Total amount owed: \$  
 Property status: Owner occupied  Investment property  Vacant land

Current loan balance:	\$
Lender application / Valuation fees:	\$
Legal fees:	\$
LMI: Add to loan? Yes <input type="checkbox"/> No <input type="checkbox"/>	\$
Discharge costs:	\$
Other exit fees:	\$
<b>SUBTOTAL REFINANCE AND LOAN COSTS (E)</b>	\$
<b>ADDITIONAL LOANS FUNDS SOUGHT (F)</b>	\$
<b>TOTAL LOAN AMOUNT (E+F)</b>	\$

## ADDITIONAL DETAILS - IF YOU'RE REFINANCING / CONSOLIDATING DEBTS:

### EXISTING LOANS / CREDIT CARDS / OTHER LIABILITIES:

	DEBT 1	DEBT 2	DEBT 3	DEBT 4	DEBT 5	DEBT 6	DEBT 7	DEBT 8
Lender name:								
Loan / credit card liability type:								
Estimated payout amount:	\$	\$	\$	\$	\$	\$	\$	\$
Current interest rate:	%	%	%	%	%	%	%	%
Remaining term of loan:	Y M	Y M	Y M	Y M	Y M	Y M	Y M	Y M

**Other debt:** As part of the proposed consolidation of debt, are credit card limits going to be reduced or cancelled? Please provide details below. Yes  No

## YOUR PREFERRED LOAN FEATURES:

FEATURES:	REQUIRED	LOAN 1	LOAN 2	LOAN 3
<b>Fixed rate/repayments</b> It is important to have certainty about the interest rate and/or repayment amount for a fixed time.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interest only</b> It is important to make interest only repayments for a specified term.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fixed and variable</b> It is important to have a loan with a combination of fixed and variable interest rates.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pay off quickly / additional payments</b> It is important that the loan is paid off quickly and that additional payments are allowed without penalty.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Split account / offset</b> It is important to have more than one loan sub account/s, or a separate account for savings / investment funds, for tax, accounting or personal expense purposes.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Re-draw</b> It is important to have access to additional repayment funds should it be required.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Line of credit</b> It is important to have a revolving facility that allows you to draw to a limit.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Top up</b> It is important to have access to additional funds for future use subject to sufficient equity.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Product flexibility</b> It is important to have the ability to switch between a lender's mortgage products.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Transaction capability</b> It is important to be able to access available funds via EFTPOS, ATM, Internet or Cheque.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Portability</b> It is important to have the option to transfer the loan to an alternative property to save money and time.	Yes <input type="checkbox"/> No <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other features sought</b>	Yes <input type="checkbox"/> Optional <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional information/comments:

### FOR THE CREDIT ASSISTANCE PROVIDER:

Disclose to the client and note any significant costs and / or risks associated with the features being sought. For example, costs of refinancing, break costs, fees for credit assistance services etc.

## YOUR FINANCIAL SECURITY:

Have you had any difficulties in meeting your financial commitments in the past 2 years?

Yes  No

If yes, provide details below.

Have you received advice from an accountant, solicitor or financial planner regarding your requirements or financial objectives?

Yes  No

If yes, please provide details.

## PROTECTING YOUR LIFESTYLE / ASSETS:

Do you have any insurance to protect your lifestyle eg. life, total permanent disablement insurance, income protection etc?

Yes  No

How would your lifestyle needs be maintained if you and / or your partner were

(a) temporarily unable to earn an income, for example through sickness / illness?

(b) permanently unable to earn income, for example through death / permanent disability?

Would you like someone to contact you regarding life insurance?

Yes  No

Do you have any home and contents insurance?

Yes  No

Would you like someone to contact you regarding home and contents insurance?

Yes  No

## CHANGES TO YOUR CURRENT CIRCUMSTANCES:

Do you anticipate any material changes to your financial situation? For example, change in employment, income or expenditure?

Yes  No

If yes, what are the reasons for the changes and what is the expected impact?

## FOR THE CREDIT ASSISTANCE PROVIDER:

The list of verification requirements is not intended to be an exhaustive list of all of the types of evidence which can be used to confirm the client's financial situation.

### VERIFICATION CHECKLIST:

#### PAYG CLIENTS:

- Recent payroll receipts/payslips
- Recent PAYG Summary
- Recent Income Tax Return (ATO notice of Assessment)
- Bank statements to evidence:
- debt payment history      3 months       6 months       12 months
  - salary payments      3 months       6 months       12 months
  - regular savings pattern      3 months       6 months       12 months
- Confirmation of employment with the employer (subject to the requirements of the Privacy Act 1988)  
eg. letter from employer on company letterhead detailing base gross and net income, length of service, status of employment (handwritten letters are unacceptable)
- Other (*please list*):

#### SELF-EMPLOYED CLIENTS:

- Recent income tax returns
- A statement from the client's accountant
- Business Activity Statements
- Financial statements (profit & loss / balance sheet)
- Other (*please list*):

#### REFINANCING CLIENTS:

##### REFINANCING / SWITCHING AND DEBT CONSOLIDATION:

- Copy of existing contract/statement to verify:
- product type
  - fixed vs variable rate
  - cost saving features
  - break costs
- 6-12 months of statements to verify:
- current interest rate and costs
  - ongoing fees
  - repayment conduct
- Payout statement in relation to exit fees and amount of debt being refinanced

#### SECURITY:

- Where a property is being used as security, the ownership of the property will need to be verified (for example, by a rates notice).

**ADDITIONAL CLIENT NOTES:**