

## New Application COVID-19 Commentary

An editable version of this document is available on your Aggregator's CRM platform

### Impact

#### Conversation Guide

Some questions to ask your applicants to help you understand if they have experienced or foresee any changes related to COVID-19.

- Can you tell me about your job and the impacts of COVID-19?
- If applicable, has the rental income amount on any of your investment properties decreased?
- Can you tell me about any future changes that you are aware of and how they may potentially impact your financial situation?
- Has your employer given you any indication that COVID-19 may result in reduced hours or income?
- Post the COVID-19 pandemic, do you believe that you'll be able to return to your normal employment conditions?
- Have you been advised of any future changes to your employment?
- Is your situation temporary and likely to recover shortly after settlement? If yes, how will you meet your repayments and commitments during this interim period?

#### Self-employed income

Can you tell me about your business and the impacts of COVID-19, will you be able to continue to trade? If impacted, you must address all of the following:

- Can you tell me about how the COVID-19 measures have impacted your sales, and how further measures may impact your sales over the coming months (e.g. reduced sales and enquires by 40% since last week due to the nature of the industry, or cancelled projects etc.)?
- Can you tell me about the impact that COVID-19 has had/may have on your cashflow over the next six months (e.g. debtors paying slower, creditors deducting terms)?
- What, if any, COVID-19 Government Assistance you have taken up?
- Can you tell me about any future changes that you are aware of and how they may potentially impact your financial situation?
- Post the COVID-19 pandemic, do you believe that your business will be able to return to more normal trading conditions? If so, how long have you planned for this to occur?

#### 1. Have any of the applicants experienced or foresee any changes related to COVID-19?

Yes  No (no further action required)

If you have selected 'Yes', please consider the following:

#### 2. Please advise if any of the below are applicable

##### Employment / Income:

- Reduced work hours  Reduced income  Reduced rental income  
 Reduced Sales (self-employed)  Cashflow (self-employed)  
 Government COVID-19 income support (Please specify type):

---

#### 3. Does the income recorded in the application include any COVID-19 adjustments? (E.g.: Government COVID-19 income support, rental reductions, rent relief, government business grants etc.)

Yes  No

#### 4. Self-employed (if applicable):

Is the applicant's future financial position/performance likely to materially deteriorate compared with the income documents or financial statements provided?

Yes  No

#### 5. Existing Home Loan Customer (if applicable):

Are any of the applicants on any COVID-19 repayment support for existing loans?

Yes  No

If you have selected yes, please advise:

Deferral type:

---

Expiry date:

---

/ /

**Other**

Provide any further commentary as required: