

Reverse Mortgage Accreditation Training



HEARTLAND
— Seniors Finance —

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Heartland Broker Support Team can be reached on 1300 662 865 or brokers@seniorsfinance.com.au

This Booklet should be read in conjunction with Heartland's

Product Guide, Fee Schedule, Application Form and Broker Disclosure

These forms are subject to change and are available at any time on the broker portal www.seniorsfinance.com.au/broker.

More information about Heartland Seniors Finance can be found on our website www.seniorsfinance.com.au.

As part of our commitment to ensuring the highest professional standards, this module has been designed to assist you in understanding reverse mortgages, Heartland Seniors Finance, the Heartland Reverse Mortgage, our application and fulfilment process, along with compliance requirements.

At the end of this module, you will be asked to complete a short assessment to measure your understanding of the course material. You are required to achieve a 90% pass rate for the assessment.

IMPORTANT NOTICE: Applications are subject to loan approval criteria. Terms, conditions, fees and charges apply. Credit provided by ASF Custodians Pty Ltd (ACN 106 822 780 / Australian Credit Licence No. 386781)

Information provided is accurate as at 22 July 2019 and may change from time to time.

Overview of Heartland Seniors Finance

Heartland Seniors Finance is Australia's leading Reverse Mortgage provider. With an award winning product and dedicated personalised service, Heartland is proud to be the Reverse Mortgage lender of choice for many Australian seniors, and has been awarded Money magazine's 'Best Reverse Mortgage' for four consecutive years.

Established in 2004, originally as 'Australian Seniors Finance', we have helped over 18,000 Australian seniors release home equity to fund a better lifestyle in retirement.

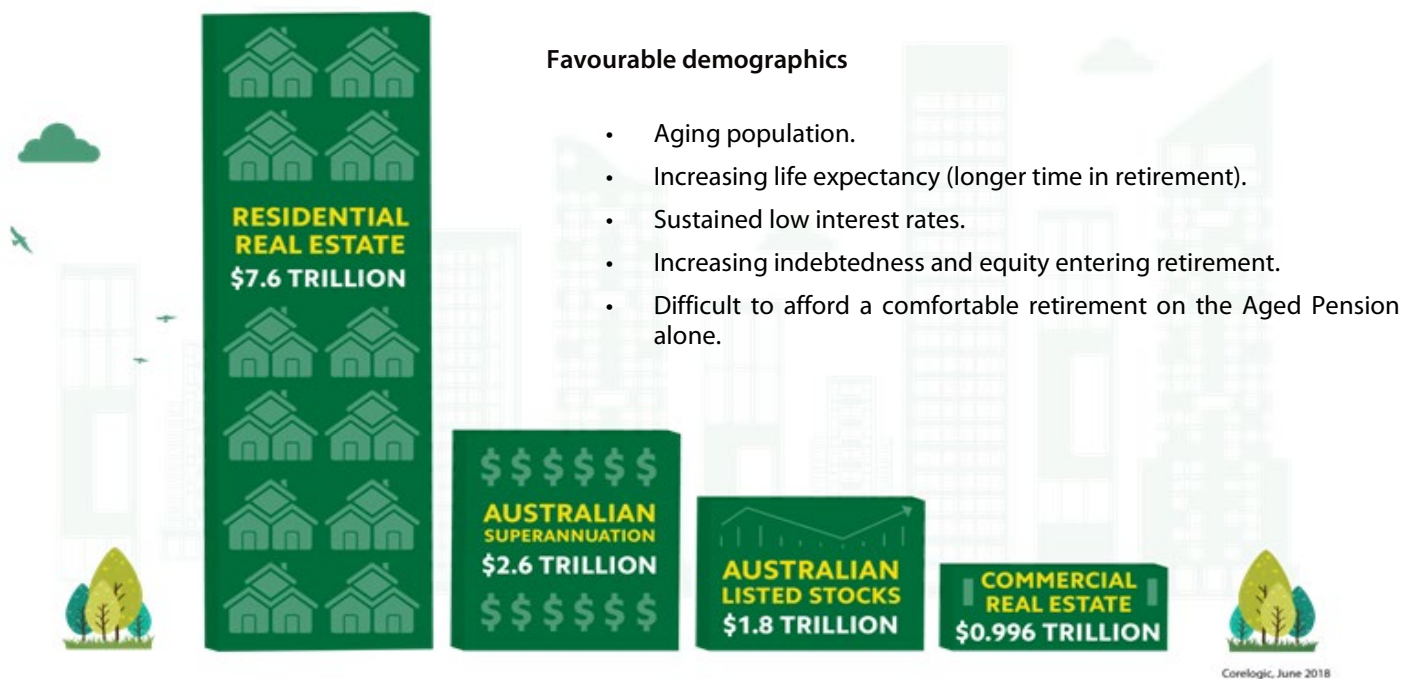
Heartland is a product innovator in the field of seniors' equity release, and over the last decade has played a significant role in the development of public policy and regulation of the Australian Reverse Mortgage market. This regulation, and our commitment, provides customers with protection and peace of mind.

Heartland Seniors Finance is owned by Heartland Group Holdings Limited, a New Zealand based financial services group with operations in New Zealand and Australia with roots stretching back to 1875.

Here at Heartland, our commitment to both mortgage brokers and older Australians has been demonstrated over a long period of time. As a specialist provider we pride ourselves on supporting accredited brokers to help senior Australians live a more comfortable retirement, with independence, dignity and peace of mind.

Market Insights

- \$3.1b market as at 31/03/19 and grew 4% in previous 12 months to 30/09/18 (APRA statistics plus HSF numbers).
- Heartland Seniors Finance has a 23.8% market share and grew 25% in FY18.
- The reverse mortgage is arguably the most heavily regulated consumer finance product in Australia.
- Our products have been improved, with greater flexibility and increased protection, providing peace of mind.
- All larger banks have exited the sector.
- Political environment supportive and encourages aging in place and self-funding of retirement.
- Tax system favourable and there are disincentives to downsizing.
- Federal Government offers a reverse mortgage product through the Pension Loans Scheme, which is limited to a top up to the age pension, providing awareness and validity to equity release.
- Home reversion another form of equity release (lender takes a charge or ownership of portion of the security).



The Heartland Reverse Mortgage

A reverse mortgage is like a normal home loan that has been designed for the needs of seniors. It allows people aged 60 and over to release home equity to live a more comfortable retirement. No regular repayments are required – the debt is repaid from the future sale of the property.

Importantly, it allows people to continue to own and live in their home for as long as they wish, continuing to enjoy the benefits of their community, social network, and family memories. They also benefit from any potential increase in the property value.

How does a reverse mortgage work?

Reverse mortgage loans are very flexible. Heartland offers multiple drawdown options, considerable protection, and the ability to repay the loan, in full or in part, at any time, with no penalty.

Interest is calculated on the balance outstanding, and added to the loan monthly.

The loan is required to be repaid when the last borrower moves permanently from the home. This can be when the property is sold, for instance to downsize, or when the borrower moves to aged care or passes away. Heartland allows customers 12 months, from the date the last borrower moves out of the property, to repay the loan.

Drawdown Options

Customers have three options to access their equity:

1. Initial Advance

Customers are encouraged to only draw what they need, however a minimum lump sum must be drawn. The minimum initial advance is currently \$5,000. This is typically used to fund home improvements, consolidate debt, travel, upgrade a motor vehicle, or just to take the stress out of everyday bills.

2. Regular Advance

Heartland's Regular Advance option enables customers to receive a monthly, quarterly or annual payment up to 10 years. This enables our customers to supplement their income and improve the quality of their retirement.

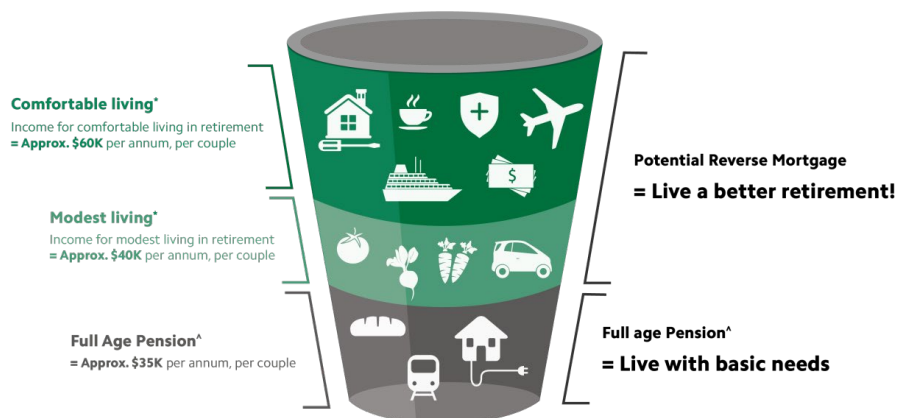
3. Cash Reserve Facility

Similar to a 'line of credit', customers can set aside funds for future needs such as emergency expenses, unplanned home repairs, healthcare, holidays, and more.

Customers can apply to draw on this "Reserve" at any time. Drawdowns are subject to an express assessment, and are normally processed within 48 business hours.

Interest is not charged on the undrawn amount. Minimum draw down amounts and fees apply for certain options. Please refer to Heartland's Product Guide and Fee Schedule for more information.

REVERSE MORTGAGE Cash flow

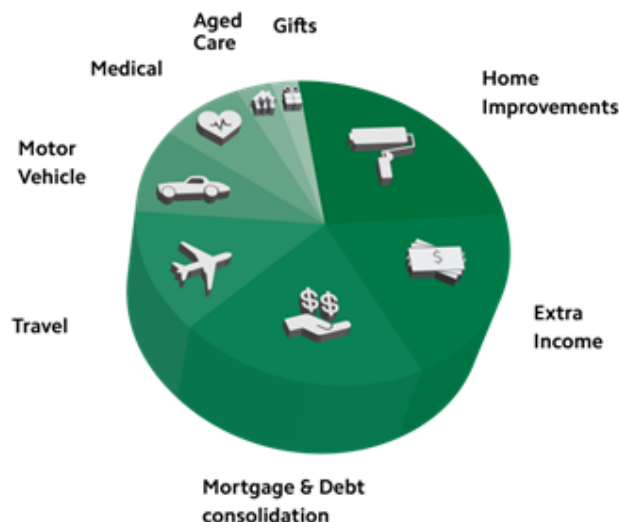


* The Association of Superannuation Funds of Australia, July 2018
^ Department of Human Services, July 2018

Purposes

A reverse mortgage could be used for:

- Home improvements
- Debt consolidation*
- Upgrade motor vehicle
- Medical expenses
- In-home or Aged Care
- Travel
- Helping children and/or grandchildren
- Taking the stress out of everyday expenses



Gifting to family and/or personal investment will attract further due diligence from credit if an application is for this purpose.

*All material debts above \$5,000 must be repaid from the proceeds of the loan, with credit card limits to be reduced to a maximum of \$10,000 per customer.

Criteria

Up to two people, both aged 60 or over, can apply for the Reverse Mortgage where at least one of them owns, or is going to purchase, a security property.

Special consideration may be allowed for Family Trusts. Please refer to the Heartland Broker Support Team for further guidance regarding property ownership, or other loan application queries.

In the case of joint borrowers, the age of the younger borrower is used to establish the maximum LVR.

Important note: All members of a couple (e.g. Husband and Wife) must be aged 60 or over in order to qualify regardless of which parties are on title. If one is younger than 60 years old then they do not qualify for a Heartland Reverse Mortgage as they will not be granted tenancy protection under the loan agreement.

Security

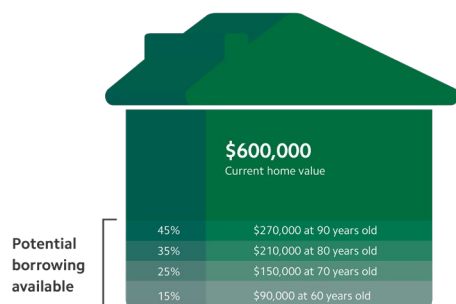
Heartland focuses on cities and major regional centres with deep property markets. Heartland's has a postcode look up tool available in the Broker Portal, which provides guidelines regarding lending locations.

The property must be of conventional construction and in good condition. It must also be mortgage free (unless the loan is used to repay any outstanding mortgage).

The minimum property value Heartland will consider is \$200,000. The maximum land size is 5 hectares. The minimum property size Heartland will consider is 50m² of internal living areas.

All loans will require a registered valuation which is completed by an Australia-wide panel of independent valuation firms. Risks identified in the valuation may result in Heartland not being able to assist a customer or the amount available being reduced.

Heartland does not lend against retirement village leasehold properties, but may consider on a case by case basis strata titled over 55's living (SEPP 5).



Loan to Value Ratio (LVR)

The maximum amount available to borrow is calculated based on the age of the youngest customer applying for the loan, and the value of the property. The LVR starts at 15% for age 60 and increases by 1% for each year, to a limit of 45%. There is no maximum loan amount.

*There are different LVRs applicable for Aged Care and Investment Property Loans, please refer to page 8 for further information.

Customer Protection

Even though reverse mortgages are one of the most heavily regulated finance products in Australia, Heartland goes beyond the regulation to ensure customers make an informed decision and are well protected.

Heartland Promises

At Heartland we recognise the immense trust that those taking out a Heartland Reverse Mortgage have placed in us. In return, we make the following promises, provided the borrowers meet their obligations under the loan:

PROMISE ONE: Lifetime Occupancy

Your home will remain the place you live in for as long as you choose.

PROMISE TWO: No Negative Equity Guarantee

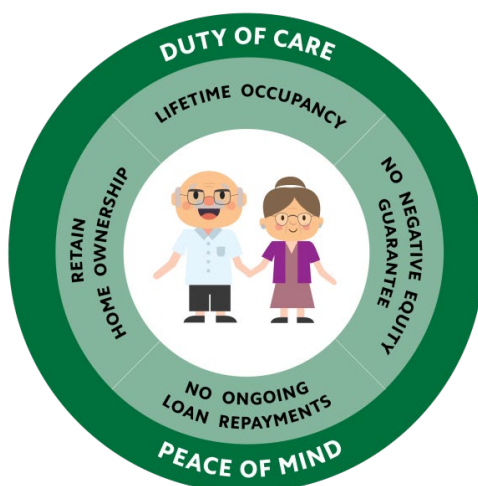
The amount required to repay the loan will never exceed the net sale proceeds of the property.

PROMISE THREE: Loan Repayment

There is no requirement to make any loan repayment until the end of the loan.

PROTECTION

provides peace of mind



Other Safeguards

Independent Legal Advice

It is critical that our customers make an informed decision. To support this, Heartland requires customers to receive independent legal advice.

Equity Protection Option (EPO)

The applicant(s) can choose to protect up to 50% of the net sale proceeds from the sale of their home. This means at all times the percentage protected is theirs, irrespective of their loan balance or property value, as long as all terms and conditions are adhered to throughout the life of the loan. There is a fee payable when the loan option is activated. Choosing the Equity Protection Option will reduce the loan amount available by the percentage selected.

Family Involvement

Taking out a reverse mortgage is an important decision and Heartland strongly encourages customers to discuss it with their family. As part of the application process we require them to confirm that they have or state why they have chosen not to.

Independent Financial Advice

Heartland recommends that customers seek financial advice. In some cases, such as when funds are being used for investment purposes, we may make this a condition of the loan.

Alternative Options

Heartland encourages applicants to consider alternative options, such as downsizing, to ensure they are making an informed decision.

30 Day Cooling Off Period

Heartland's 30 day cooling off period enables customers to cancel their reverse mortgage within 30 days of settlement, and repay their loan at no cost. Heartland will refund the Settlement Fee, interest and the standard cost of a valuation. The only costs that should be incurred are any applicable government charges and independent legal advice on the loan agreement.

Our cooling off period is an addition to the ability to repay the loan, in full or in part, at any time, with no penalty.

Thorough Application Process

Along with protection hard coded into the product and controls like independent legal advice, Heartland's application process is very thorough and ensures customers make an informed decision. It includes providing ASIC MoneySmart projections with the loan agreement to the customers' solicitor to illustrate what the loan, and the customers' equity in their home, could do over time.

Interest Rate and Fees

Heartland only offers a variable interest rate and it is the same for all borrowers. A variable rate provides the flexibility to repay at any time, which is important for this demographic.

A settlement fee is payable and there are other fees depending on the structure of the loan. There is also a mortgage discharge fee at the end of the loan. Heartland charges no ongoing, monthly fees.

Heartland's current interest rate and fees are available here: <https://www.seniorsfinance.com.au/resources/interest-rate>



Suitability

It is important that a reverse mortgage is not unsuitable and that reasonable enquiries have been made into the customers' financial situation and objectives.

Heartland's application process covers much of this, however it is important as a broker you assess the loan is not unsuitable by confirming the customer's understanding (and then your assessment thereof) regarding:

- Terms, costs (including the nature of compounding interest) and risks of the potential loan;
- Product structure and features;
- The ability of the loan to meet the consumer's needs;
- The protection provided under the loan and applicable terms which could impact these protections;
- Possible long-term financial needs of the consumer, including loan duration; and
- Potential alternatives.

A recommendation to the customer to obtain independent financial guidance in the form of Centrelink advice, financial advice, and family discussion should be provided. You should also ensure that the loan meets their requirements and objectives, by being structured according to both expected timeframe and purpose.

Other Heartland Products

Aged Care Option

Similar to the standard Reverse Mortgage, but carries a key distinction by waiving the requirement for the borrower to reside in their home. The waiver is for up to five years from the date of funding.

This loan allows our clients to access equity in their residential property while they are living in residential aged care. The loan is available to those who meet our age, ownership and property criteria. The maximum LVR for an Aged Care Option is 5% higher than the standard Reverse Mortgage LVR, e.g. 50% for a 90 year old borrower.

The Aged Care Option is for a loan for a maximum term of 5 years. If any customer resides in the property and intends to remain there, this Aged Care Option is not suitable.

Secondary Property Loan

The Standard Heartland Reverse Mortgage and Aged Care Option also allow our clients to access equity in their non-owner occupied homes (holiday home or investment property) for any personal purpose.

If the security property is an Investment Property or Holiday Home, the maximum amount available is reduced by 25%. For example if a 75 year old applied the applicable maximum LVR would be 22.5% ($30 \times .75 = 22.5$).



Other Features

Portability

The loan may be transferred to a new property subject to Heartland's current terms and conditions (some fees are payable). Settlement must be on the same day, or Heartland must do a separate discharge and new loan.

Further Advances

Further advances are allowed, subject to prevailing terms and lending criteria at the time. Further advances will require a full reassessment, including application, valuation and further independent legal advice.

Powers of Attorney

A Power of Attorney or Guardianship Order need to be provided with the application if being signed under.

A Power of Attorney will only be acceptable if:

- It is an Enduring Power of Attorney, or a General which covers loss of capacity and is not for a set term;
- Covers financial purposes and does not restrict/exclude property transactions;
- It is either lodged at the relevant Land Titles Office or an originally certified copy is provided prior to settlement;
- A Letter of Comfort is provided by nominated solicitor prior to settlement confirming that:
 - the Power of Attorney has not been revoked;
 - the relevant borrower is physically unable to sign the application or does not have the mental capacity to do so; and
 - the borrowing is for **the benefit of the Nominated Borrowers**.

A Guardianship Order will only be acceptable if:

- The Order gives the administrator/guardian powers to act on financial matters;
- An original certified copy is provided prior to settlement with a statutory declaration confirming the order has not been revoked; and
- A Letter of Comfort is provided by a nominated solicitor prior to settlement confirming that:
 - the order has not been revoked; and
 - the borrowing is for **the benefit of the Nominated Borrowers**.

If a borrower is to sign the loan documents on their own behalf, but there are doubts regarding a borrower's mental capacity, a letter will need to be provided by a medical practitioner. The letter must confirm in their medical opinion that the borrower is able to read and understand the loan documentation.

Residents other than Nominated Borrowers (Other Occupiers)

If the property has residents other than Nominated Borrowers, the following conditions will apply:

- If rented, the tenancy agreement must be reviewed and approved by Heartland and cannot be longer than 12 months in term; and
- If there are other occupiers in the property, an 'other occupier' declaration must be signed- this is issued with the loan agreement.

Other Owners

In certain circumstances, Other Owners are acceptable, where they consent to the loan and acknowledge that they are not provided protection under it, such as lifetime occupancy. Acceptable situations include a child or sibling of the Nominated Borrower having a small share in the property. Care should be taken to ensure the Other Owner is not reliant on the property for their future plans and an Equity Protection Option to be put in place if necessary. These are only accepted based on Heartland assessment and on a case by case basis.

Application and Fulfilment Process

Application form and collateral

The current application forms, product guide and fee schedule can be found on our Broker Portal, <https://www.seniorsfinance.com.au/broker>. Forms change from time to time, so **to avoid delays with assessment**, it's important to use the current forms found on the portal.

Application process

In order to process your client's application as quickly as possible, please ensure that all sections on the application form are completed, and signed where applicable.

The supporting documents we require are listed in the application form. Please take care to ensure all items such as ID, income and rates are provided and for the correct time periods so as to not delay assessment. Other supporting documents may be required depending on application.

Please submit your complete application form and all supporting documents via email to: applications@seniorsfinance.com.au.

What happens next?

1. *Initial Assessment*
The loan will be assigned to an assessor to complete a first review. This may take a few days.
2. *Valuation*
Valuation will then be ordered once assessment has been completed.
3. *Valuation Report Review*
When the valuation report is completed by the Valuer and received, the loan assessor will review the report and be in touch to advise the valuation amount, and to finalise the available loan and structure.
4. *Compliance Call*
We will complete a compliance call to your client(s) to confirm the loan structure, and that they have received and understood the required compliance information (such as Reverse Mortgage Information Statement, ASIC MoneySmart Calculations, and future funding needs consideration). We also will answer any questions they may have about our loan product.
5. *Approval*
Once compliance call is completed, and providing all supporting information has been received, the file will be sent for final approval.
6. *Loan Documentation*
Loan contracts are issued directly to the client's nominated solicitor, with a duplicate copy sent to the client to retain for their records.
7. *Legal Advice*
The client(s) should then obtain the required independent legal advice. Once this has been obtained, and all documentation has been signed, it should be returned to our office in the supplied addressed envelope with any other additional requirements.
8. *Settlement*
If the contracts are executed correctly, and all other required documents are received, we will initiate settlement within 2 business days, or contact the refinancing bank to book settlement if this applies.
Your clients will receive a welcome letter post settlement outlining who they can contact for assistance and a list of answers to frequently asked questions. Statements will be issued every 6 months, in January and July.

Compliance and Regulation

At Heartland we are proud to have helped over eighteen thousand Australian seniors live a more comfortable retirement with our reverse mortgage. We aim to provide customers with peace of mind and have a culture that places significant importance on the duty of care we have for every customer.

Because of this, we encourage them to understand how the loan may affect their personal circumstances. This includes, in addition to independent legal advice, talking to friends and family, speaking to professionals including Centrelink Financial Information Services to ensure no entitlement impact, and using the resources and tools Heartland has available.

The National Consumer Credit Protection Act (NCCP)

The obligations of a credit licensee under NCCP extends to reverse mortgage loans. This means an introducer must:

- Make reasonable enquiries about the applicants financial situation;
- Make reasonable enquiries about their requirements and objectives; and
- Make a preliminary assessment as to whether the loan is not unsuitable for the applicants.

There are specific reverse mortgages requirements documented in the NCCP. These regulations include the following protections:

- Negative Equity Protection - borrowers adhering to the loan terms and conditions cannot go into debt beyond the value of the net sale proceeds of the house.
- Maximum LVRs - ASIC has set out the maximum LVR for age a credit provider can offer.
- Equity and cost projections - ASIC requires the credit provider to go through reverse mortgage projections with the client before they take out a reverse mortgage, stating how the home equity will change over time and how interest rates can impact on this. This is documented using the ASIC MoneySmart reverse mortgage calculator, and the clients must receive a printed copy.
- Information statement - credit providers must provide to clients ASIC's Reverse Mortgage Information Statement, which independently explains how a reverse mortgage works, how costs are calculated, what to consider before making a decision, and useful contacts for more information.
- Make reasonable inquiries about the consumer's intention to finance any future aged care costs.
- Make reasonable inquiries about the consumer's requirements and objectives for leaving equity in the property, including for estate planning or other purposes

Heartland has incorporated references to these requirements in the Broker Loan Disclosure which accompanies the application form. Both broker and the applicant/s must sign the disclosure form to confirm these issues have been discussed and considered.



Reverse Mortgages and Centrelink issues

Under Centrelink rules, funds drawn from a reverse mortgage are regarded as a return of capital rather than income.

As Heartland's reverse mortgage allows the choice of drawing the loan via a lump sum, regular advances and a cash reserve, the payment options may help with managing any impact on age pensions.

It is important, however, that borrowers contact Centrelink to discuss the impact taking a reverse mortgage may have on any pension or Government entitlements they are currently receiving.

The following information is provided as a guide only:

- If they take the money and spend it on an asset that is assessable by Centrelink (such as a car) the value of that asset would count toward the pension asset test.
- If the money is spent on a non-assessable asset (such as home improvements, existing debt repayment or a holiday), then the amount would not be assessed under the pension asset test.
- If the money is taken as a regular payment stream and spent, on receipt, on general living expenses then it would also not affect the pension.
- If a client draws a lump sum from their reverse mortgage, up to \$40,000 is exempt from the assets test for up to 90 days, but is immediately subject to deeming by the income test until spent. It follows that borrowers should be encouraged not to draw down funds not intended for immediate use but instead make use of the regular advance or cash reserve options.
- If the money drawn is gifted (to family members, for example), this amount will form part of the Centrelink gifting rules which allow only \$10,000 a year to be given away (limited to \$30,000 over a five-year period) before it is counted as an assessable asset. Heartland applies additional compliance requirements where the loan purpose is a gift.

Current cut-offs, and further information, can be found here:

<https://www.humanservices.gov.au/individuals/services/centrelink/age-pension>

Privacy

At Heartland, we realise the importance of preserving the privacy and security of the personal, private and financial information that our clients give to us or allow us to obtain.

It is critical and an expectation that, as a partner of Heartland, you adhere to our Privacy Policy.

Our Privacy Policy covers:

- how we protect and maintain client personal, private and financial information;
- what sort of personal, private and financial information we need from clients;
- the reasons we need client's personal, private and financial information;
- how client's personal, private and financial information will be used;
- to whom we will need to disclose client personal, private and financial information; and
- complaints process.

It can be read in full at <https://www.seniorsfinance.com.au/privacy-policy>.



Reverse Mortgages and Aged Care

In 2014 the Living Longer, Living Better reforms were introduced by the Federal Government to improve the accessibility, sustainability, and quality of Aged Care in Australia. However, there is a downside for consumers: higher nursing home costs.

Nowadays, those going into Aged Care, may confront several fee layers, including:

- Refundable Accommodation Deposit (RAD);
- Daily Accommodation Payment (DAP);
- Means-tested daily fee; and
- Daily care fee.

The RAD is often the most difficult to pay. It's an upfront lump sum payment to the nursing home, and families are often shocked to discover they may need to raise a large amount sometimes up to \$500,000, and can be even more in some areas.

Often people think selling the family home is the only option. This can be a distressing outcome for the family. However, in many cases the house can be retained by using a Reverse Mortgage to fund Aged Care entry costs.

If a client needs to pay for a RAD, a DAP or other aged care fees, it is possible to avoid selling the home. For some, there may be financial incentive to retain the home. The full value of the former family home will not be included in the assessment of assets for the means tested fee. Instead a capped amount of \$166,707.20 (as at 20 September 2018) (indexed annually) is included or the net market value of the house, if lower. For pension purposes the home has a two-year asset exemption although any rent will be assessed under the income test.

For more information and current caps, see: <https://www.myagedcare.gov.au>

Using a Reverse Mortgage for Aged Care

Heartland Seniors Finance has developed a solution to residential care funding with its Aged Care Option.

Depending on age, a Heartland Reverse Mortgage 'Aged Care Option' can release as much as 50 per cent of the home value for a term of up to 5 years, and is one of the few specialist Aged Care Reverse Mortgage loan products available in Australia - offering an important funding alternative to the elderly and their families.

In addition, if one member of a couple will remain in the family home, a Standard Reverse Mortgage could be used to pay for Aged Care without having to sell.



Case Studies

You have now seen all of the components of the Heartland Reverse Mortgage. Let's consider the key parts by examining a case study.

MIA

Mia is aged 69. She has an existing loan against her home and although able to make the \$1200 pm repayments from her retirement income stream is finding she has little cash left over each month with which to enjoy her retirement. Her property is worth \$960,000. She needs to repay the debt of \$134,000.

Based on the information supplied, the loan can be reviewed as follows: In this case, the following key features have been met:

- The property value is over \$200,000.
- The client is over 60 years old.
- The client owns the property and is looking to refinance her current debt to a more appropriate loan for her circumstances.

What is the amount Mia can borrow against the property?

- $LVR = 24\%$.
- Maximum loan amount = $\$960,000 \times 24\% = \$230,400$.

Mia would meet all loan requirements. By refinancing her home loan to a reverse mortgage she has freed up \$1200pm of her income which she can use to supplement her lifestyle. She is welcome to make voluntary repayments to the reverse mortgage loan as her finances permit, but she is not obliged to do so.



ARTHUR AND DOROTHY

Arthur and Dorothy are aged 78 and 72 respectively. They live in and own unit within an over 55's complex worth \$450,000. They want to borrow a \$20,000 lump sum and receive a regular payment of \$1,000 per month for 5 years.

Based on the information supplied, the loan can be assessed as shown below. In this case the following key features have been met:

- The property value is over \$200,000.
- Both clients are over 60.
- The client owns the property (i.e. mortgage free).
- Regular advance option conditions are met (monthly payment for 5 years).

What is the amount that can be borrowed against the property?

- LVR = 27% (based on the youngest borrower).
- Maximum loan amount: $\$450,000 \times 27\% = \$121,500$.

In this case, Arthur and Dorothy could receive a \$20,000 lump sum and annual regular payments of \$1,000 per month for 5 years. The total borrowings would be \$80,000 and thus would fall within the borrowing parameters.

Note: Heartland does not lend against retirement village properties. We will however consider, on a case by case basis, properties located in an over 55s village where the ownership is via a strata title and there are no covenants on the title in conflict with a mortgagees rights.



IAN MCNALLY

Mr. Ian McNally, a widower, owns a home in Neutral Bay NSW worth approximately \$1.7m and is aged 88.

- He has recently been assessed as needing residential aged care.
- He and his family have decided on an aged care facility near his home.
- After seeking proper financial advice, Ian and his family are looking to retain his house rather than sell it to raise funds.
- Ian requires \$500,000 to fund the refundable accommodation deposit (RAD).
- He enquired whether Heartland could help with the above RAD.

Based on the information supplied, the loan can be assessed as shown below. In this case the following key features have been met:

- The property value is over \$200,000.
- The client is over 60 years old.
- The client is entering residential aged care and is looking to borrow against his former home.

What is the amount that can be borrowed against the property?

- LVR = 48% (5% higher permissible under Aged Care Option).
- Maximum loan amount: $\$1,700,000 \times 48\% = \$816,000$.

This amount is sufficient to assist Ian meet his RAD obligation and Heartland would be able to assist with this loan.



Summary of the Heartland Reverse Mortgage

Detailed below are some of the key points that should be understood about Heartland and our Reverse Mortgage:

- Heartland is Australia's leading Reverse Mortgage provider;
- Heartland's product is flexible and offers considerable protection;
- Heartland has a thorough process that ensures customer make an informed decision;
- Borrowers must be 60 or over;
- The property must be in reasonable condition and an acceptable location;
- Interest is added to the loan monthly;
- There is no set term for the Reverse Mortgage, with repayment to be made on a trigger event such as sale of the property or the passing of the last Nominated Borrower; and
- The amount available is determined by a Loan to Value Ratio (LVR).

If you are unsure of any of these areas you should review them before completing the accreditation test.

Assessment

You have now reviewed the Heartland material and have reached the assessment section. You are required to achieve 90% to pass the assessment.

PLEASE NOTE – Passing this assessment does not constitute accreditation. Your accreditation request will not be processed until the completed and signed applicable agreements have been sent to accreditation@seniorsfinance.com.au, and they have been reviewed and accepted by Heartland Seniors Finance.

These agreements are available from the Broker Support Team, please phone them on 1300 662 865 to request.

[PROCEED TO ASSESSMENT](#)

