HEARTLAND
REVERSE MORTGAGES

Referral Process for Heartland Reverse Mortgage

To comply with responsible lending regulation, Heartland requires Intermediaries to follow the outlined process for the receipt and referral of reverse mortgage enquiries to Australian Seniors Finance Pty Ltd (Heartland):

1. Referral form to be completed by referrer or referrer's staff and signed by the customer.
2. Referral form to be emailed to referrals@heartlandfinance.com.au within 5 days of customer signing the referral form.
3. Heartland's Customer Care Team will contact the customer to discuss the product, scenario, and loan process.
4. If the customers wishes to then apply, our Customer Care Team will send an information pack to them, including application form, brochure and any other relevant documentation.
5. Once the application has been returned, Heartland will assess the loan application, and if suitable will complete a valuation on the security property.
6. A compliance call with customer, and full not unsuitable assessment then takes place.
7. If suitable and approved, the loan documents will be issued, and customers will then seek independent legal advice on the loan agreement and mortgage.
8. Throughout the application process, all communication is conducted directly with the customer.
9. On settlement of the application, after end of commencement month, a referral fee is paid to the referrer.