

Referral Process for Heartland Reverse Mortgage

To comply with the National Consumer Credit Regulations, we require Intermediaries to follow the outlined process for the receipt and referral of reverse mortgage enquiries and applications.

Below is the process for Reverse Mortgage applications & any other business to be referred to Heartland 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@seniorsfinance.com.au within 5 days of customer signing the referral form
3. Heartland Customer Care team will contact the customer to discuss the product, scenario, and loan process
4. If the loan is to proceed, our Customer Care team will send an information pack to the customer, including application form, brochure and needs analysis
5. Once the application has been returned, Heartland will assess the loan application and needs analysis, then complete a valuation on the security property.
6. Once a loan has been approved, the loan documents will be issued, and customers will need to seek legal advice.
7. Throughout the application process, all communication will be conducted directly with the customer.
8. On settlement of the application, appropriate payment will be made to the referrer.