

HOME LOANS

BUY INVEST LIVE
HOME

DelphiBank 

Whether you're buying your first home, next home, or looking to invest, we're ready to help you make your next property move.

At Delphi Bank, we understand that each of our customers has particular needs when it comes to a Home Loan. That's why we offer a full range of loans, each with special features.

And we also know that borrowing to fund a home purchase can be stressful. Our friendly and experienced staff will speak with you about your needs in detail and then clearly explain the process you need to follow. Throughout that time, you can deal with the same team member who knows you and knows what you need from a Home Loan.

Delphi Bank Home Loans have built-in flexibility and a whole range of great benefits. You can choose from a standard variable interest rate, fixed interest rate or a combination of the two. It's up to you.

Understanding your loan

WHAT IS A HOME LOAN?

In simple terms, your Home Loan is made up of principal and interest. The principal is the amount you borrow – and interest is what you pay the bank to borrow the money.

At the start of a Home Loan your repayments largely consist of interest, with a small amount going towards the principal. As you reduce the principal, your interest charges fall until eventually the loan is paid off.

A line of credit loan is different. Payments are only required when the balance exceeds the approved limit.

HOW DO I GET STARTED?

The first step is to work out how much you can borrow. Simply visit our website delphibank.com.au to view our interactive calculators which will give you a better understanding of what your repayments will be. However, the more you can save, the better off you'll be. Your repayments will be lower and you'll save money over the life of your loan.

Whatever you decide, at Delphi Bank we'll make it happen.

Owner Occupied Home Loan

This flexible loan has a discounted variable interest rate, redraw facility and interest only options.

Key features

- Suitable for owners/occupiers
- Fortnightly and monthly repayment options
- Redraw facility, with access via Online Banking* or a Delphi Bank branch
- Additional lump sum payments to pay your loan off sooner
- Interest only options available for up to 5 years
- Loan terms up to 30 years
- Choose the interest rate that suits you – variable, fixed or a combination of both

* View the relevant Terms and Conditions that apply to our Home Loans for more information related to fee structures, loan repayments and borrowing power.

Residential Investment Home Loan

This easy to manage, no-frills loan offers no establishment fees and a competitive interest rate.

Key features

- Suitable for investors
- Fortnightly and monthly repayment options
- Redraw facility, with access via Online Banking* or a Delphi Bank branch
- Additional lump sum payments to pay your loan off sooner
- Interest only options available for up to 5 years
- Loan terms up to 30 years
- Choose the interest rate that suits you – variable, fixed or a combination of both

* View the relevant Terms and Conditions that apply to our Home Loans for more information related to fee structures, loan repayments and borrowing power.

Home Equity Loan

If you need funds to renovate your home, consolidate your debt, purchase another property, or for any other purpose, this interest only loan makes it easy for you.

Key features

- Suitable for owners/occupiers or investors
- Allows maximum flexibility
- No set principal repayments
- One account/loan to accommodate all credits and debits, for easy monitoring
- Range of access options – cheque/deposit books, Visa Debit Card, Online Banking*
- Interest only option, providing more cash flow

* View the relevant Terms and Conditions that apply to our Home Loans for more information related to fee structures, loan repayments and borrowing power.

Investment Loans

Why not put your money to work with an Investment Loan to build your portfolio and increase your wealth?

Delphi Bank Investment Loans are very similar to other Home Loans and you can use any of our Home Loan options for investment purposes.

You can select variable, fixed or interest only rates and decide on a loan term that suits your needs. And if you are borrowing against the equity in your home to purchase a property or shares, you may be eligible for tax benefits.

Residential Investment Loans

Whether you're after capital growth, a retirement nest egg or rental income, investing in property could be a great way to build your wealth.

Delphi Bank Residential Investment Loans are suitable for owners/occupiers or investors. They are very similar to other Home Loans and you can use any of our Home Loan options for investment purposes.

Selecting the type of rate is simple with a choice from variable, fixed or interest only rates, you can also decide on a loan term that suits your needs.

You may also be eligible for tax benefits if you are borrowing against the equity in your home to purchase a property or shares.

Home Loan Calculators

Use Delphi Bank's handy Home Loan calculators to work out exactly how much you can borrow and how much you'll save if you make extra repayments on your Home Loan. Simply visit our website delphibank.com.au for more information.

Switch to Us

If your Home Loan is with another bank, why not switch to a great Delphi Bank Home Loan deal? Moving your accounts will help you cut back on fees and manage your money more effectively.

Because we're a boutique bank, Delphi Bank can respond to your needs quickly and flexibly. And best of all, you have the option of dealing with one dedicated team member who knows you and is always available to discuss your banking needs. With Delphi Bank, you're never just a number.

Home Loan Comparison

| | Owner Occupied Home Loan | Residential Investment Home Loan | Home Equity Loan |
|---|--------------------------|----------------------------------|------------------|
| Competitive interest rates | ✓ | ✓ | ✓ |
| Discounted variable interest rates | ✓ | ✓ | ✓ |
| Flexible repayment options – fortnightly or monthly | ✓ | ✓ | ✓ |
| Redraw facility | ✓ | ✓ | ✓ |
| Loan terms up to 30 years | ✓ | ✓ | ✓ |
| Extra repayments allowed | ✓ | ✓ | ✓ |
| Establishment fee | ✓ | ✓ | ✓ |
| Fixed interest rate loans | ✓ | ✓ | ✗ |
| Variable interest rate loans | ✓ | ✓ | ✓ |
| Combination loans available | ✓ | ✓ | ✓ |

ARE YOU EXPERIENCING FINANCIAL HARDSHIP?

We understand there may be times when your personal circumstances change. Perhaps you've lost your job, suffered an illness or injury or have been impacted by a natural disaster.

If, as a result, you cannot afford the minimum repayment on your Home Loan and you would like us to consider if we can provide you with financial difficulty assistance, then please contact us immediately.

In many instances a temporary arrangement can be made quickly and efficiently over the phone. Alternatively, we may need to complete a more detailed assessment of your personal and financial circumstances to identify how we may be able to help you.

WHAT ARE SOME HARDSHIP ASSISTANCE OPTIONS?

Hardship arrangements cover the time between when your circumstances change and when you can start repaying your debts in full again. In most cases, people just need some temporary help to get them through the tough times.

The arrangement options available will depend on your personal circumstances and financial situation.

Some alternatives may include:

- Deferring or reducing loan repayments
- Restructuring and consolidating loans
- Waiving penalties for withdrawing a term deposit early
- Providing a moratorium on collections action

If your financial situation has permanently deteriorated and you can't meet regular repayments over the long term, you might need to consider other options.

WHAT IS THE APPLICATION PROCESS?

If you think you are, or will be, unable to meet your debt obligations please contact us as soon as possible.

We may require you to provide certain information, depending on your circumstances. This information will help us understand your financial position and determine whether assistance is appropriate.

The type of information and documentation required depends on a number of factors, including the period of time for which hardship assistance is required, the type of arrangement that may be offered, or whether a third party requires additional information (e.g. a provider of lenders' mortgage insurance).

CONTACT US

Phone: 1300 660 550

Email: service@delphibank.com.au

PO Box 309, Collins Street West,

Melbourne Victoria 8007

For further information on the application process, please refer to our Financial Difficulty brochure available at any Delphi Bank branch or via our website **delphibank.com.au**

What if I am not satisfied with the outcome of the assessment?

Please contact our Customer Feedback Team on 1300 361 911 or at feedback@bendigoadelaide.com.au. We will promptly investigate your complaint and notify you of the outcome.

If you are not satisfied with the response provided you have the option of referring the matter to the Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response.

The Customer Advocate can be contacted by:

Telephone - 1300 139 572 (+61 3 5485 7919) between 8:30am and 5:00pm Victorian time, weekdays

Email - customeradvocate@bendigoadelaide.com.au

Post/Letter - write to Customer Advocate, P.O. Box 480, Bendigo, Vic, 3552

Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to the relevant External Dispute Resolution (EDR) scheme.

Australian Financial Complaints Authority

GPO Box 3, Melbourne Vic 3001

Phone: 1800 931 678

Email: info@afca.org.au

www.afca.org.au

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consistently ranked as one of Australia's
most trusted brands, and the
top-rated company for customer experience.**



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