

DEPOSIT

ASSURE

MEET THE SMART
ALTERNATIVE TO
CASH DEPOSITS



Agents' Guide

version 1.1 Sep 15

Who is Deposit Assure?

Deposit Assure has everything you need when your clients do not have access to a cash deposit, to secure their property purchase. Deposit bonds gives you the ability to convert clients that you may not have previously. We have the expertise, tools and the resources to make your deposit bond experience a breeze.

The purpose of this handbook, is to provide you with everything you need to know, to become a registered agent with Deposit Assure, and be able to write deposits bonds with us

Deposit Assure and QBE... a relationship of strength!

Deposit Assure bonds are underwritten by QBE Insurance Australia Pty Ltd. We are proud of our partnership with one of Australia's largest, and most respected insurers.

One of the most important aspects of this association with QBE, is that Deposit Assure bonds are backed by an insurer with an A to A+ credit rating from internationally respected credit ratings agencies.

What does this mean to you and your customers? It means that when you apply for a Deposit Assure bond, you are providing certainty to the stakeholders in the purchase. It means that should a Deposit Assure bond need to be paid, it will be done so with ease and efficiency.

The road ahead...

As a young company, we are looking forward to our journey ahead; and we are even more excited to be sharing this experience with you; a professional who will be proud to recognise as having been with us from the start!

We want feedback!

The purpose of this handbook, is to provide you with everything you need to know, to become a registered agent with Deposit Assure, and be able to write deposits bonds with us.

Deposit Assure is the culmination of more than two years of research and development.

If you feel there is something missing, or there is an additional service or feature that could further enhance your experience, please talk to us.

We're looking forward to working with you!



James Angus
Director



Etienne Rizzo
Director

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What is a deposit bond?

Deposit bonds aren't new. But they are mysterious. Most people don't even know they exist, let alone realise that a deposit bond could be the key to helping them buy their first or next property.

This is what you need to know:

A deposit bond is a substitute for the cash deposit required when buying a residential property. You simply pay the full purchase price at settlement.

Here's how they work

- Like a cash deposit, a deposit bond guarantees the commitment of a purchaser to an unconditional contract of sale.
- A deposit bond provides a level of comfort to the vendor that the contract of sale will proceed.
- Should the contract not proceed, due to default by the purchaser, the vendor can claim payment for the amount of the deposit bond.

3 reasons deposit bonds are a smart alternative to cash deposits

1. The home-buyer need to have a cash deposit to secure a property – great for those who are struggling to save or don't have access to the required cash!
2. A deposit bond helps first home-buyers, and anyone else, who is borrowing the full amount and using a family guarantor, and will not have the funds until settlement.
3. The cost of a deposit bond can be cheaper than borrowing funds to pay a cash deposit.

How much can a deposit bond be issued for?

Like a cash deposit, a deposit bond may be issued to guarantee up to 10% of the property purchase price. Also, the vendor and the buyer may be able to negotiate for an amount less than the arbitrary 10% to be guaranteed. This may be a percentage (e.g. 5% of the purchase price) or a fixed amount (e.g. \$20,000). So the purchaser has flexibility to reduce the cost of the deposit bond.

Are deposit bonds safe?

Yes! Here's why:

Deposit Assure bonds are underwritten by QBE Insurance (Australia) Limited. QBE is one of Australia's largest insurers and is rated A+ by leading international credit rating agencies. This means that a vendor can accept a Deposit Assure bond, with the comfort of knowing they are safe and reliable in the event they need to make a claim.

We strongly recommend any prospective home-buyer to get confirmation from the vendor that a deposit bond is acceptable in place of cash. This might be noted on the contract or in writing from the vendor or their legal representative.

What makes Deposit Assure unique?

Deposit Assure offers a unique value proposition to the industry, our partners, stakeholders and customers.

Here's 5 good reasons why.

Reputation

Deposit Assure is recognised by more professionals in Finance, Real Estate, and Property Law, as the emerging provider of strong Deposit Bonds.

Simplicity

Deposit Assure has a simple application process that can be completed online on your computer, mobile or tablet. You can also manually complete our application forms which are available for download.

Affordability

Deposit Assure bonds are affordable. In many cases, the one off cost of a Deposit Assure bond, is cheaper than the cost of borrowing the funds to pay a cash deposit.

Transparency

Our focus on transparency is apparent right through our process. From the fee calculator, to the application process, you'll know exactly where you are at. Once approved, the Deposit Assure bonds are able to be verified by vendors, or any other stakeholders, online or by phone.

Deposit Assure is dedicated to educating customers, real estate agents, finance professionals, conveyancers and solicitors, about deposit bonds, and the important role they can play.

Strength

For our B2B partners, Deposit Assure bonds are underwritten and backed by one of Australia's oldest and most trusted insurers, QBE. As a AAA credit rated company, QBE and Deposit Assure can provide certainty to vendors, purchasers, legal representatives and the real estate agents, that a Deposit Assure bond will be honoured.

Types of deposit bonds

Deposit Assure offers a variety of deposit bonds to cover every conceivable need of your clients.

Short Term – Unconditional Finance Approved (Express Application)

This is our most popular and common Deposit bond. It also has the most straight-forward application process.

- Settlement for up to 6 months
- Finance must be approved

This is applicable to most transactions that take place, and can include:

- First home buyers
- Purchasers with bridging finance
- Purchasers of investment properties, utilising the equity in their own homes

To apply for a Short term – unconditional finance deposit bond, simply select the Express Application. All we need is the details of the purchaser(s), vendor(s), property being purchased, funding summary and details of any other stakeholders.

Once you have completed the application:

- Print the application for signing
- Return the signed application with payment details (credit card or direct deposit)

Provide a copy of:

1. Purchaser(s) Identification
2. Contract of sale
3. Formal approval

Please note:

Our underwriter (QBE) requires that the original signed application form must be sent back to us within 14 days of issue of the Deposit Bond, to:

DEPOSIT ASSURE PTY LTD
REPLY PAID 5669
CRANBOURNE VIC 3977

Purchase - Off the plan (OTP)

Yes! We issue deposit bonds for Off-the-plan (OTP) purchases, for terms of up to 5 years (60 months)!

This is a unique product for the industry, and cannot be matched by our largest competitor!

It is perfect for:

- Off the plan purchases such as townhouses and residential apartments
- No minimum size restrictions on apartments
- Available for Australian Residents
- Finance does not need to be approved! After all, if the property is not expected to settle for 2 years, then you most likely won't have anything more than a preapproval anyway!

Developers love this deposit bond because:

- Our bonds are underwritten by a leading blue chip Australian insurer
- They can last for up to 60 months, so can be matched to the Sunset Clause on the purchase contract

To apply for an Off the plan (OTP) Deposit Bond, simply select the Standard Application. All we need are the details of the purchaser(s) including assets, liabilities and income (much like a normal loan application), vendor(s), property being purchased, funding summary and details of any other stakeholders.

Once you have completed the application:

- Print the application for signing
- Return the signed application with payment details (Credit Card or Direct Deposit)

Provide a copy of:

1. Purchaser(s) Identification
2. Contract of Sale
3. Formal Approval
4. Last 2 Payslips or Last 2 years Financials/Tax Returns (self employed)
5. Other income evidence (for example, rental etc)
6. Proof of Asset Ownership (Bank statements and Rates Notices)
7. Proof of Liabilities

With this additional information, we often get asked:

Why do we need to provide income, asset and liability information, along with supporting documents?

The reason why we need this additional information is a similar reason to why the lender will need that information. We are providing a Deposit Bond for a customer, on a purchase of a property, without formal approval of finance. Therefore given the extended time frame to settlement, and the fact that finance has not been approved, the risk of default is greater. Deposit Assure and QBE need to mitigate this risk and ensure that the purchaser is likely and able to complete the purchase without default.

Please note:

Our underwriter (QBE) requires that the original signed application form must be sent back to us within 14 days of issue of the Deposit Bond, to:

DEPOSIT ASSURE PTY LTD
REPLY PAID 5669
CRANBOURNE VIC 3977

Purchase – Auction

Your clients can now purchase at auction without a cash deposit, or formal approval of finance.

How this works:

- You have arranged a preapproval for the client, to purchase at auction
- You can apply for the issue of a deposit bond, for a 3 month term, for a predetermined maximum deposit bond amount.
- The purchaser can bid at auction, and hand over the bond, should they be the successful bidder.
- If they are not successful, the bond can be returned within 30 days of issue date of the bond, and premium refunded, less an administration fee of \$150.
- Finance must be approved subject only to Valuation.
- Auction bonds applicable for residential properties only (commercial and student/serviced apartments not applicable)

The great features of an Auction Bond include:

- Ability to have the deposit bond on the day of auction, without finance needing formal approval
- Bond can be purchased for up to 3 months, and can be used at various auctions until successful
- Bond can be returned if the purchaser is not successful at Auction, for a refund less a \$150 administration fee. (The bond must be returned within 30 days of issue)

Once you have completed the application:

- Print the application for signing
- Return the signed application with payment details (Credit Card or Direct Deposit)

Provide a copy of:

1. Purchaser(s) Identification
2. Contract of Sale
3. Formal Approval
4. Last 2 Payslips or Last 2 years Financials/Tax Returns (self employed)
5. Other income evidence (for example, rental etc)
6. Proof of Asset Ownership (Bank statements and Rates Notices)
7. Proof of Liabilities

With this additional information, we often get asked:

Why do we need to provide income, asset and liability information, along with supporting documents?

The reason why we need this additional information is similar reason to why the lender will need that information. We are providing a Deposit Bond for a customer, on a purchase of a property, without formal approval of finance. Therefore given the extended time frame to settlement, and the fact that finance has not been approved, the risk of default is greater. Deposit Assure and QBE need to mitigate this risk and ensure that the purchaser is likely and able to complete the purchase without default.

Please note:

Our underwriter (QBE) requires that the original signed application form must be sent back to us within 14 days of issue of the Deposit Bond, to:

DEPOSIT ASSURE PTY LTD
REPLY PAID 5669
CRANBOURNE VIC 3977

Purchase – Company, Trust and Super Funds

Deposit Assure has the perfect Deposit Bond for your clients who are seeking to buy residential property in the name of a Company, Trust or Super Fund!

The benefits of this product allow the purchaser to provide a Deposit Bond, in lieu of a cash deposit. This is especially useful if the entity does not yet have the funds available to secure the property, but will by settlement.

Once you have completed the application:

- Print the application for signing
- Print and complete the Guarantor Statement for each Director and/or Trustee of the entity purchasing the property
- Return the signed application and Guarantor Statement with payment details (Credit Card or Direct Deposit)

Provide a copy of:

1. Guarantor(s) Identification
2. Trust Deed / Super Fund Deed / Company Certificate of Incorporation
3. Contract of Sale
4. Formal Approval (if applicable)
5. Last 2 Payslips or Last 2 years Financials/Tax Returns (self employed)
6. Other income evidence (for example, rental etc)
7. Proof of Asset Ownership (Bank statements and Rates Notices)
8. Proof of Liabilities

With this additional information, we often get asked:

Why do we need to provide income, asset and liability information, along with supporting documents?

The reason why we need this additional information is similar reason to why the lender will need that information. We are providing a Deposit Bond for a customer, on a purchase of a property, where

there is other entities involved. Therefore given the added complexity to the purchase structure, the risk of default is greater. Deposit Assure and QBE need to mitigate this risk and ensure that the purchaser is likely and able to complete the purchase without default.

Please note:

Our underwriter (QBE) requires that the original signed application form must be sent back to us within 14 days of issue of the Deposit Bond, to:

DEPOSIT ASSURE PTY LTD
REPLY PAID 5669
CRANBOURNE VIC 3977

Using the fee calculator

Our online fee calculator is easy to use, and accessible on the main website, and also in your own portal.

With just 2 fields to input, calculate the fee with ease! see *fig 1*

1. Input the Deposit Bond Amount.

This amount should be equivalent to the deposit payable, less any holding deposits paid

Example:

\$400,000 purchase with a 10% deposit required (\$40,000), but purchaser has already paid a holding deposit of \$1,000.

How much should the deposit bond be arranged for?

Purchase Price	\$400,000
Deposit (400,000 x 10%)	\$ 40,000
Less Holding Deposit Paid	\$ 1,000
Deposit Bond Applicable	\$ 39,000

Input the applicable amount in the “Deposit Amount” field

2. Select the term of the bond.

The term of the bond should cover the period up to, and including the settlement date, from today’s date.

Off the Plan Purchases. We recommend that the bond be issued for a bond term to cover the period up to the Sunset Clause rather than the expected settlement date.

fig 1



FEE CALCULATOR

Please enter the deposit amount required

Total fee payable to Deposit Assure

\$

\$

Select bond term

3 Months

CALCULATE

Applying for a Deposit Bond

The process for the application of a Deposit Bond, is simple and efficient.

1. Go to www.depositassure.com.au (Save us to your bookmark for easy access)
2. Login OR Register as an Agent (if not already done so) in the top right corner see *fig 2*
3. Apply for a deposit bond, and select the appropriate application for your needs: see *fig 3*

fig 2

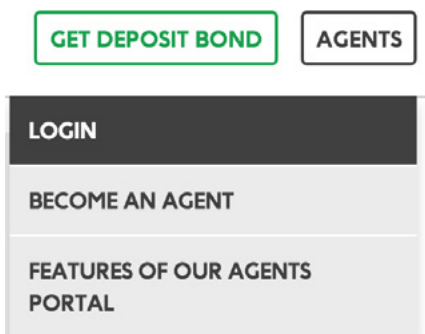
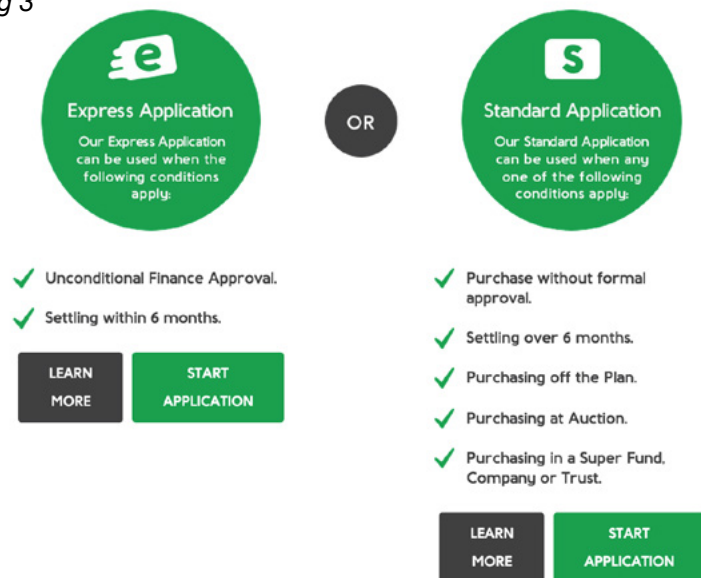


fig 3



Express Bond Application

Our Deposit Bond Application process has been designed to be as simple and logical as possible. Most registered agents will use our Express Bond Application for the majority of bonds they write; being Deposit Bonds where:

1. Finance has been approved, and
2. Settlement is expected within 6 months.

Standard Bond Application

You can use our Standard Application to secure a Deposit Bond, which can be used a deposit in lieu of cash to secure the purchase of your property.

Our Standard Application can be used when any one of the following conditions apply:

1. For a long term purchase where settlement on your property is greater than 6 months
2. Where finance approval is not yet attained
3. For purchasing off the plan
4. For purchasing at Auction
5. For purchasing in a Super Fund, Company or Trust.

Overview of the Application Process

- Step 1 - Indemnity and Declaration
- Step 2 - Tell us a little about your Deposit Bond
- Step 3 - Information about the Purchaser(s)
- Step 4 - Information about the Property being purchased
- Step 5 - Information about the Vendor
- Step 6 - Information about the Purchase and how it is funded
- Step 7 - Information about the Legal Representatives
- Step 8 - Nominating who should receive the bond
- Step 9 - Reviewing the Application
- Step 10 - Payment of the Deposit Bond
- Step 11 - Downloading the Application for Signing

Step 1 – Indemnity and Declaration (EXPRESS & STANDARD APPLICATIONS)

The Deposit Assure / QBE Indemnity and Declaration is an acknowledgement that both the Purchaser's and yourselves as Registered Agents, understand the obligations, rights and responsibilities of the Purchaser, in purchasing a Deposit Bond. see *fig 4*

A copy of the Indemnity document, is available online, and also at the following link:

http://www.depositassure.com.au/wp-content/uploads/2015/08/DA_Indemnity.pdf

Even though you, the Agent, are completing the questions on behalf of the Purchaser, it is for this reason that the Purchaser will sign the Application form at the final step; which is their acknowledgement of the conditions of the bond.

You cannot progress the application without selecting 'YES' to all questions.

Once completed, select 'NEXT'

fig 4



I/We fully understand that my/our obligations and liabilities under the Indemnity contained in this Application is/are joint and several. This means that QBE may take action against any one or more of us.

Yes No

I/We fully understand that QBE will have the right under the Indemnity to recover from me/us any loss suffered by QBE under the Bond, and lodge a caveat against any real estate wherever situated.

Yes No

I/We authorise QBE to obtain from any credit provider and any credit provider to disclose to QBE, any information required to assess my/our application for the Deposit Bond.

Yes No

Step 2 – Tell Us a little about your Deposit Bond (EXPRESS APPLICATION)

At this stage, we're detailing what we want in the new Deposit Bond. This helps create the Deposit Bond terms that meet the need of your customer.

Some key points to note:

- The Bond amount should not exceed 10% of the purchase price
- Please ensure that the Deposit Bond Term selected, covers the period to settlement (unless you have a deliberate reason for selecting a term that does not cover the period to settlement for example, purchaser may be paying a cash deposit prior to settlement) *see fig 5*

Once input, please select 'NEXT'

*****HELPFUL HINT*****

DID YOU KNOW? You can go back and forth between Application steps by clicking on the Steps at the top of each page! You can only move back and forward between steps that have already been completed (shown in **BLACK** and **PURPLE**)

fig 5



Tell us a little about your Deposit Bond

Please tell us if you are a Mortgage Broker / Purchaser /
Conveyancer or Other ?

Mortgage Broker

Property Type

House

Purchase Price

\$ 500,000.00

Term of bond

3 Months

Settlement Date or Sunset Date (if known)

23/12/2015

Step 2 – Tell Us a little about your Deposit Bond (STANDARD APPLICATION)

At this stage, we're detailing what we want in the new deposit bond. This helps create the deposit bond terms that meet the need of your customer.

Some key points to note:

- Under Purchase Type, select the type of bond most appropriate to your needs see *fig 6*
- The Bond amount should not exceed 10% of the purchase price
- Please ensure that the deposit bond Term selected, covers the period to settlement (unless you have a deliberate reason for selecting a term that does not cover the period to settlement for example, purchaser may be paying a cash deposit prior to settlement)

Once input, please select 'NEXT'

fig 6



Tell us a little about your Deposit Bond

Please tell us if you are a Mortgage Broker / Purchaser /
Conveyancer or Other ?

Mortgage Broker

Purchase Type

✓ Please Select
Purchase without Unconditional Finance Approval
Auction Bond (up to 6 months)
Purchase through SMSF
Purchase through Company/Trust

Purchase Price

\$ 276.000.00

Step 3 – About the Purchaser(s) (EXPRESS APPLICATION)

This step covers information about the purchaser(s); namely their full name, residential address, contact details and Date of Birth.

If you need to add another Purchaser, you can by clicking the 'Add another purchaser' button. see *fig 7*

Otherwise, simply select 'NEXT'

fig 7



Step 3 – About the Purchaser(s) (STANDARD APPLICATION)

This step covers information about the Purchaser(s) or, in the case of a Purchase by a Company, Trust or Super Fund, the Guarantors. This step requires a little more information than the Express Application, as we need some income, asset and liability information about the, purchasers / guarantors. see fig 8 & 9

Inputting joint Assets and Liabilities

Where you are inputting assets or liabilities that are jointly owned by more than one Purchaser or Guarantor, simply input the full value of that item under one of the Purchaser(s) or Guarantor(s) only. This will avoid “doubling up” on assets and liabilities.

If you need to add another Purchaser or Guarantor, select the button below.

Otherwise, simply select ‘NEXT’

fig 8

Assets

Please enter "0" or "N/A" on any assets where you have or are planning to input these under another purchase

Total Cash / Savings

\$

Bank(s) / Financial Institution(s)

If multiple items, please separate by a comma

Deposits Already paid?

\$

Do you own your own home?

Yes No

Do you own any investment property?

Yes No

fig 9

Liabilities

Please enter "0" or "N/A" on any liabilities where you have or are planning to input these under another purchase

Do you have any Credit Cards?

Yes No

Do you have any Motor Vehicle/Equipment Finance or Leases?

Yes No

Tax Debts owed?

HECS Debts owed?

Do you have any Personal Loans?

Yes No

Do you have any other Liabilities not already listed?

Yes No

ADD ANOTHER PURCHASER

Step 4 - Tell us a little about the Property being purchased (EXPRESS & STANDARD APPLICATIONS)

In this step, we want to know about the property being purchased:

- Is there a real estate agent involved? If so, we'll need their details
- Address of the property being purchased (as stated in the description of the property in the contract)

The purchase price has been automatically input from Step 2. If you notice an error, simply toggle back to Step 2, by clicking on that step at the top.

Once you have input the details, simply click 'NEXT' at the bottom of the page.

Step 5 – Tell us a little about the Vendor (EXPRESS & STANDARD APPLICATIONS)

In this section, we're inputting some information about the vendor.

This is needed to be able to correctly identify who the beneficiary of the deposit bond, will be.

On some occasions, the vendor may be either a company, a trust or a superannuation fund. When this is the case, input the Vendor details into the Company Name section, exactly as they appear on the contract. Below are some examples. see fig 10 & 11

On most occasions, you will likely have one or more vendors who are natural people; in which case you simply enter their names as they appear on the contract.

Where you do have more than one vendor, simply click on 'ADD ANOTHER VENDOR'.

fig 10

Tell us a little more about the vendor

Vendor 1

Company Name (if applicable)

First Name

fig 11

Tell us a little more about the vendor

Vendor 1

Company Name (if applicable)

First Name

You can add an unlimited number of vendors, then once complete, simply click on 'NEXT'

Step 6 – Tell us about your Purchase (EXPRESS & STANDARD APPLICATIONS)

On this step, we're now completing the funding structure of the purchase. This is an incredibly handy tool for finance and legal professionals, to further articulate the funding summary of the transaction, and avoid any shortfalls at settlement.

The first section of Step 6, seeks to identify the outgoings of the transaction; i.e. what the Purchaser has to pay.

The purchase price has already been input at Step 2 so all we will need at this point are the following: see fig 12

- Stamp Duty
- Mortgage Insurance (if applicable)
- An estimate for other costs (this may include application fees, legal/conveyancing fees/statement of adjustments)

fig 12

Tell us a little about your purchase

Purchase Price

Stamp Duty ([click here to use a Stamp Duty Calculator](#))

Mortgage Insurance (if applicable)

Other Costs Estimate (if applicable)

Total Funds Required

The sum of these inputs, will give us an estimate of the Total Funds Required.

Next, we need to calculate incoming funds to pay for the purchase, and identify where it's coming from. *see fig 13*

This includes:

- Is there any finance arranged for the purchase (in most cases, 'YES')
- Had a holding deposit been paid by the purchaser (shown on the contract)
- Savings
- Gifts from Family
- Has a property been sold to help fund the purchase**

When inputting details of a property that has been sold, we need to be aware of a few things:

1. Is settlement for the property being sold, occurring prior to, or simultaneously with the purchase of the new property?

Please note: If it does not occur prior or simultaneously with the purchase property, then purchaser will not have access to these funds for settlement.

2. Make sure you factor in an estimate of costs for the sale (including agents fees / marketing and legal/conveyancing fees), and discount this off the sale price.

The end position should identify the Funding Surplus or Shortfall, and LVR.

fig 13

Finance arranged for the purchase

Yes No

If Yes. How much? (Including any Lenders Mortgage Insurance / 'LMI' if applicable)

\$ 450,000.00

Has a holding deposit been paid?

Yes No

If Yes. How much?

\$ 1,000.00

Savings contributions by Purchasers?

Yes No

If Yes. How much?

\$ 25,000.00

Is the purchaser receiving any gifts from family?

Yes No

Have the purchasers sold any property to fund the purchase?

Yes No

Total Funds Available

\$ 476,000.00

Funding Surplus / (Shortfall)

\$ -44,000.00

LVR

90.00%

Step 7 – Legal Representatives for each party (EXPRESS & STANDARD APPLICATIONS)

Where there is a legal representative / conveyancer acting for the Purchaser and Vendor, please select 'YES', and input their details. see fig 14 & 15

fig 14

Tell us about the legal representatives for each party to the contract

Does the purchaser have a legal representative (Conveyancer or Solicitor)

Yes No

Purchasers Solicitor/Conveyancer Name (if known)

Purchasers Solicitor/Conveyancer Business Name

Sample Conveyancer Pty Ltd

Purchasers Solicitor/Conveyancer Address

12 Sample Court

Purchasers Solicitor/Conveyancer Suburb/Postcode

MELBOURNE 3000

Purchasers Solicitor/Conveyancer State

VIC

fig 15

Does the vendor have a legal representative (Conveyancer or Solicitor)

Yes No

SAVE FOR LATER

RESET

NEXT

Step 8 – Nominating who should receive the Deposit Bond (EXPRESS & STANDARD APPLICATIONS)

In this section, you can nominate:

- Who should receive the original Deposit Bond (the deposit bond will be mailed to your nominated address) see fig 16
- Who will receive copies of the deposit bond via email. see fig 17

Coming Soon

These fields will be prepopulated with the information you have already input in previous steps, to save time and double-handling of data (This feature is currently in development).

fig 16

Who should receive the original Deposit Bond Certificate? (select)

Please Select

- Purchaser
- Mortgage Broker
- Conveyancer**
- Bank/Lender
- Real Estate Agent
- Other

Suburb/Postcode

MELBOURNE 3000

State

VIC

fig 17

Who should receive an email copy of the Deposit Bond Certificate?

Purchaser

sample@gmail.com

Mortgage Broker

broker@gmail.com

Conveyancer

conveyancer@gmail.com

Step 9 – Application Summary for Review (EXPRESS & STANDARD APPLICATIONS)

We're at the final stages!

Now we can review and make any changes to the Application that you need. see *fig 18*

To make changes, simply click on the 'edit' button next to each section.

After making any changes please click back to 'step 9' and proceed to review and confirm all sections of your application.

Once you are happy, simply click 'CONFIRM AND LODGE'

***Important**

Please make sure and double check all the entered information before you click 'Confirm and Lodge'. Whilst Deposit Assure can grant you access back to your application to edit any of the sections, it will result in time delays as well as having to re-sign and mail the deposit bond application if you had already mailed us your application.

fig 18

Section 2 - Tell us a little bit about your Deposit Bond [\[Edit\]](#)

Please tell us if you are a Mortgage Broker / Purchaser / Conveyancer / Lender or Other?

Mortgage Broker

Property Type House	Purchase Price \$500,000.00
Term of Bond 3 Months	Settlement Date or Sunset Date (if known) 23/12/2015
Bond Amount \$50,000.00	Number of Purchasers I _____
	Number of Vendors I _____
Deposit Bond Fee \$625.00	

Section 3 - Tell us a little about you or the Purchaser as they/it appears on the contract of sale [\[Edit\]](#)

Purchaser I:

Title Mr	First Name Sam
Middle Name	Surname Sample
Date of Birth 01/09/1997	Daytime Telephone
Address (as stated in Contract) 12 Sample Street	Mobile
	Fax
Suburb/Postcode MELBOURNE, 3000	Email samsample@gmail.com
State VIC	

Step 10 – Stipulating the Payment Method (EXPRESS & STANDARD APPLICATIONS)

Now, we're at the point of selecting the way we want to pay for the deposit bond.

You can choose from the following payment options (see *fig 19*):

- Credit Card - Payment is made instantly online using our gateway
- Direct EFT - Transfer the deposit bond amount by Direct EFT
- Other - Credit Card details manually entered into the application for manual processing.

We recommend paying by Credit Card payment online, as it enables instant payment and speeds up the process as we are unable to issue the deposit bond until payment reaches our account.

Please note: If the deposit bond application is not approved for any reason, your payment will be refunded.

fig 19

Deposit Bond Issue Fee

\$ 625.00

Your Deposit Bond Reference Number

DAEB2876861257

Billing Information

First Name

tes

Surname

test

Address

resttess

Suburb / Postcode

MOONEE PONDS, 3039

State

VIC

Email

test@gmail.om

To complete your Deposit Bond application, please select from the following options for payment

Credit Card Direct EFT
 Other

Step 11 - Application Generation and Lodgement (EXPRESS & STANDARD APPLICATIONS)

After selecting your payment method you are now at the last step of the online process.

A deposit bond reference has been provided to you, please keep this reference number handy for any correspondence relating to this deposit bond.

At this stage, your deposit bond application has been successfully processed with Deposit Assure.

You will now need to complete the final 4 steps listed in support of your online deposit bond application.

Step 1 : Please download and print your completed Deposit Bond Application below

A PDF has been generated with all the values and data you have input on the online deposit bond application. You can download this PDF from here.

Please note: if you are a registered agent, you will also receive an email with a copy of this PDF to your registered agents email address.

Step 2 : Obtain your witness signatures and complete and sign your deposit bond application form

Please ensure it is witnessed by:

An individual over the age of 18; and An individual who is not a party to the transaction (mortgage brokers/bank loans officers and conveyancers are allowed) The same person may witness more than one purchaser

Step 3 : Supporting Documents will need to be emailed or mailed to Deposit Assure (e: bonds@depositassure.com.au)

It is crucial that scanned copies of all supporting documents that apply to your deposit bond are mailed with your signed deposit bond application to Deposit Assure.

You can see the list of supporting documents that are required for both the Express Applications and Standard Applications in our Appendix section.

Step 4: Please send original signed deposit bond application form as well as your supporting documents (if not already emailed) to Deposit Assure

REPLY PAID 5669
DEPOSIT ASSURE PTY LTD
CRANBOURNE VIC 3977

For your deposit bond to be issued, please make sure you have processed payment of the deposit bond fee. If you have not already done so online by credit card during the application, you will need to process payment either manually on the signed deposit bond application form or by direct EFT.

Our direct EFT banking details are as follows:

Please ensure your surname and/or bond reference number are entered in your transaction reference.

Deposit Assure Trust Account
Deposit Assure
Commonwealth Bank
BSB: 063 215
ACC: 1041 5588

Once payment and all documents have been received our team will review and finalise your Deposit Bond application. Normally the process takes no longer than 24 hours from the receipt of the documents. Deposit Assure will contact you once your application is finalised and will distribute a copy of your deposit bond by email as well as the original bond by mail to your nominated mailing address.

Your Agents Portal

When you register as a Deposit Assure agent you will have access to your very own personalised Agents portal. In your Agents portal, you will be able to manage and lodge Deposit Assure bonds for your clients. *see fig 19*

Features of your Agents Portal

Your agents portal includes the following features:
see fig 20

- Works on Mobile and Tablet
- Personalised dashboard listing all active and incomplete Deposit Bonds
- Fee calculator
- View all your active deposit bonds
- Email copies of your completed deposit bonds to any clients or partners
- Access to a variety of marketing resources
- Personalised with your aggregator logo

fig 20

AGENTS PORTAL

WELCOME

PORTAL HOME MY ACCOUNT **NEW DEPOSIT BOND**

Fee Calculator

Deposit amount Total fee

Select bond term

CALCULATE

Your dashboard explained

Your dashboard includes all your deposit bonds that you have worked on or lodged with Deposit Assure. see *fig 21*

The information on your dashboard is minimal as it's purpose is to offer you a snap shot of all your active deposit bonds.

We understand you are time poor so you will be able to save the progress of any application so that it can be completed at a later date. Any saved deposit bond application will be marked as 'saved' in the status field on your dashboard.

Your dashboard includes the following key pieces of information:

- **First name & last name** of the purchaser. If you have entered more than one purchaser in your deposit bond application, only the first purchaser entered will display on your dashboard.
- **Status** - The status field identifies the current stage of each of your active deposit bonds and include the following stages:
 - a) **in-progress** - if you are working on your deposit bond and your browser unexpectedly quits, your deposit bond will be automatically saved to your dashboard and the status marked as 'in-progress'
 - b) **pending** - once your deposit bond application is lodged online with us, your deposit bond is listed here and marked as pending, meaning your application is now with our team being assessed. During the 'pending' stage is when Deposit Assure would be expecting to receive your supporting documents, your signed mailed deposit bond application as well as your payment if not already paid by credit card online.
 - c) **complete** - once your deposit bond application has been approved by our team, your application is marked as complete. Your deposit bond will then become active and can be used.
 - d) **saved** - any deposit bond that is has been manually saved during the application process is marked as 'saved' in the status field. This means you can at anytime return to this application to edit and complete the remainder of your application.
 - e) **error** - if for whatever reason there is an error with your application that has prevented you from lodging your application with us, your application will be saved and the status marked as 'error'. If this happens please call our office so we can assist to solve this issue for you.

fig 21

MY DEPOSIT BONDS

First name	Last name	Status	Lodgement date	Term	Expiry date	Ref No	Edit	View	Email
Jane		inprogress	-	6 Months	-	DAEB5744363039			
LEIGH		complete	8.09.2015	6 Months	8.03.2016	DAEB6667592496			

- **Lodgement date** - This is the date when your deposit bond was approved by Deposit Assure and is the day that your deposit bond becomes active can can be used.
- **Term** - This is the deposit bond term amount in months you had selected during the application.
- **Expiry** - This is date when your deposit bond will expire and will no longer be active. The expiry date is calculated by the adding the 'Term' amount to the 'Lodgement date'.
- **Ref No.** - This is an automatically generated reference number that relates to your deposit bond. Each deposit bond number precedes with 'DA' and includes 'EB' for express application deposit bond and 'SB' for standard application deposit bond.
- **Edit** - When the 'edit' icon is active, you will be able to return to your deposit bond application and edit any of the steps. Please note, your can only edit a deposit bond application that is 'in-progress' or 'saved'. Once a deposit bond application is lodged with us or marked as 'complete' you will not be able to edit your application.
- **View** - Clicking on the 'view' icon allows you to look at and download a 'copy' of a completed deposit bond certificate. You can only click on the 'view' icon when a bond is marked as 'complete'
- **Email** - Clicking on the 'email' icon allows you to send an email with a copy of the completed deposit bond. see *fig 22*. You can only click on the 'email' icon when a bond is marked as 'complete'. The person that you send the deposit bond copy to will receive an email with all key details relating to this deposit bond and will also a copy of the deposit bond as an attachment see *fig 23*

fig 22

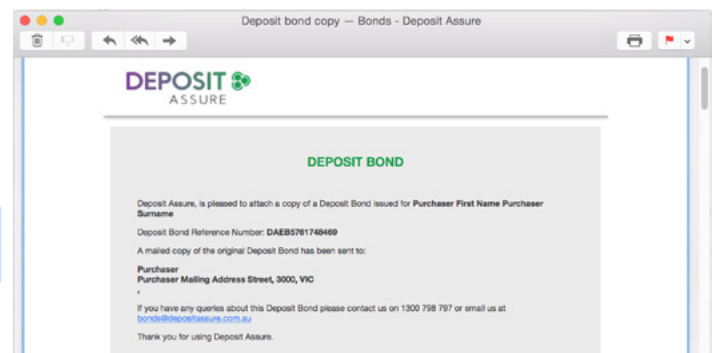
Email Deposit Bond

To send an email with a 'copy' of this deposit bond please enter the email address below. Please separate multiple email addresses with a comma.
Thank you

Email addresses

CLOSE **EMAIL**

fig 23



***Important**

If for any reason your computer crashes or your browser window closes midway through a deposit bond application, your deposit bond application will be automatically saved to your dashboard and marked as 'in-progress'. You can the 'edit' your application to continue it later.

Automated Emails

Once you lodge a deposit bond application with us, a series of automated emails will be activated to support you and to communicate the status of your application.

Email 1 - 'On deposit bond lodgement'

As an agent, you will receive an email marked to your attention as soon as you have lodged your deposit bond application with us which is at step 11 of the application journey. see *fig 24*. This email includes a confirmation that your deposit bond application has been received and lodged with Deposit Assure.

It includes information regarding the next steps as well as the list of supporting documents that you will need to send to Deposit Assure in support of your application.

Attached to the email will be a copy as a PDF of your deposit bond application which you will need to print and sign.

Email 2 - 'On deposit bond success'

Once your deposit bond is approved by Deposit Assure, an email will be automatically sent to you, marked to your attention.

This email confirms that your deposit bond application has been successful and confirms that your deposit bond is now active. A 'copy' of your deposit bond is also attached to the email for your reference. see *fig 25*.

Email 3 - 'On deposit bond success (email to nominated parties)'

Once your deposit bond is approved by Deposit Assure, an email will be also be automatically sent to all your nominated parties you identified at step 8 of the application journey.

This email will also include a 'copy' of the deposit bond as an attachment. see *fig 26*.

fig 24

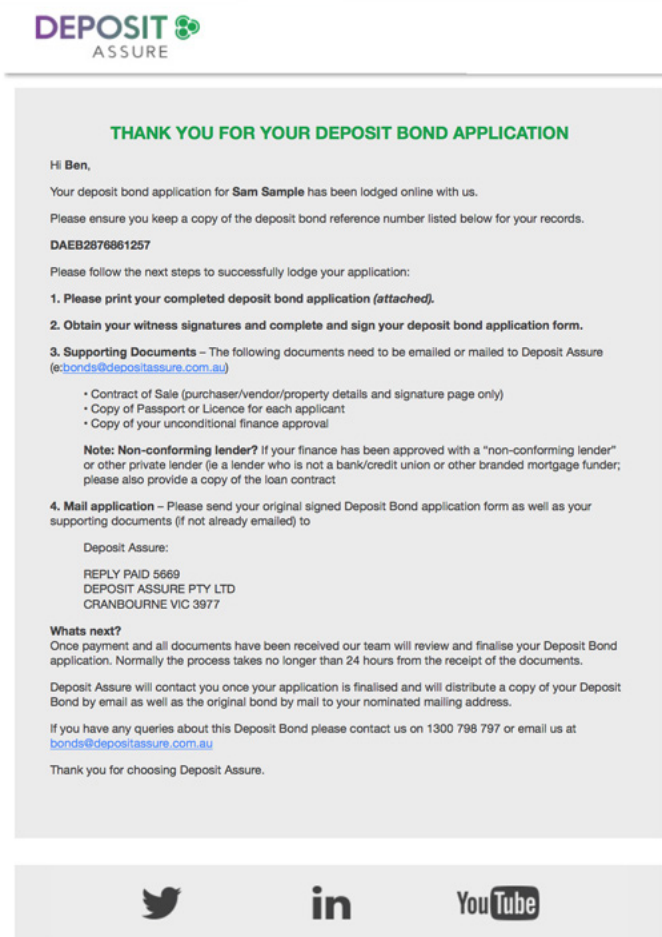


fig 25

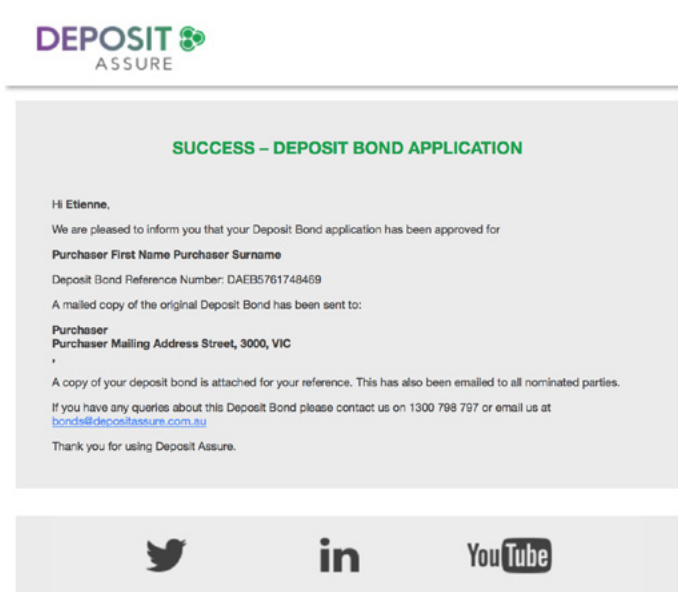
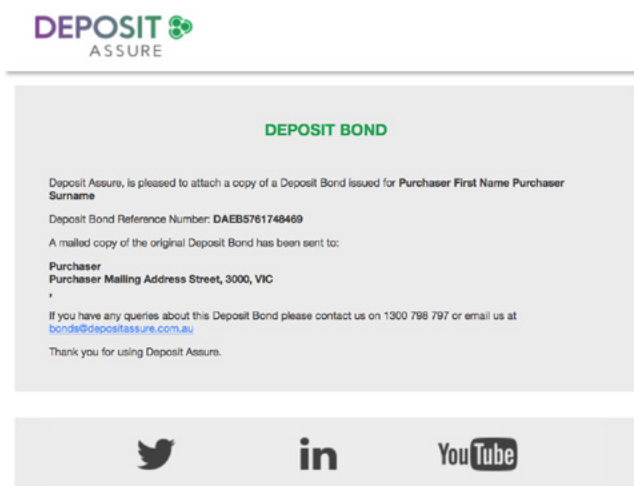


fig 26



Appendix 1 - Supporting Documents

It is crucial that scanned copies of all supporting documents that apply to your deposit bond are mailed with your signed deposit bond application to Deposit Assure.

Please see below a list of supporting documents that are required for both the Express Applications and Standard Applications.

Please note: Failure to provide copies of all relevant documents to Deposit Assure will delay us in the processing of your deposit bond application.

Express Application - Supporting Documents:

- Contract of Sale (purchaser/vendor/property details and signature page only)
- Copy of Passport or Licence for each applicant
- Copy of your unconditional finance approval (if applicable)

Note: Non-conforming lender?

** IF your finance has been approved with a “non-conforming lender” or other private lender (i.e. a lender who is not a bank/credit union or other branded mortgage funder; please also provide:

- Copy of the loan contract

Standard Application - Supporting Documents:

- Contract of Sale (purchaser/vendor/property details and signature page only)
- Copy of Passport or Licence for each applicant
- Copy of your unconditional finance approval (if applicable)
- Income – Employed: Last 2 payslips
- Income – Self Employed: Last 2 years tax returns and Notices of Assessment.
- If operating as a company or trust, last 2 years tax returns and financials for this entity also.
- Rental Income (if applicable): Most recent rental advice, lease agreement or rental appraisal.
- Government Benefits (if applicable): Most recent Centrelink statement
- Real Estate Assets: Most recent council rates notice to show proof of ownership
- Liabilities: Copy of most recent statement for any liabilities
- Funds to Complete your Purchase: If you have sold a property that will settle prior to, or simultaneously with your purchase please provide a copy of the contract of this sale. (purchaser/vendor/property details and signature page only).
- If the purchase of the property is through a company, trust or super fund, please sign and complete a personal guarantor statement – Each guarantor will need to complete the “personal guarantor statement”. This can be found in the Appendix section.

Note: Non-conforming lender?

** IF your finance has been approved with a “non-conforming lender” or other private lender (i.e. a lender who is not a bank/credit union or other branded mortgage funder; please also provide:

- Copy of the loan contract

Why do we need to provide income, asset and liability information, along with supporting documents?

The reason why we need this additional information is similar reason to why the lender will need that information. We are providing a deposit bond for a customer, on a purchase of a property, without formal approval of finance. Therefore given the extended time frame to settlement, and the fact that finance has not been approved, the risk of default is greater. Deposit Assure and QBE need to mitigate this risk and ensure that the purchaser is likely and able to complete the purchase without default.

Deposit Bond

Bond Schedule

Bond Number:

D	A	E	B	2	8	7	6	8	6	1	2	5	7
---	---	---	---	---	---	---	---	---	---	---	---	---	---

At the request of **Mr Sam Sample** and **Mrs Samantha Sample** (the purchaser) and in consideration of **Simon Vendor of** (the Vendor) accepting this undertaking in respect of the Contract of Sale between the Vendor(s) and Purchaser(s) for the property at **3 Sample Lane, MOONEE PONDS, 3039, VIC** for a full purchase price of **Five Hundred Thousand Dollars and Zero Cents, \$500,000.00.**

QBE Insurance (Australia) Limited ABN 78 003 191 035 ("the Financial Institution") of Level 5, 2 Park Street Sydney NSW 2000 undertakes to the Vendor to pay the Vendor or authorised Deposit Holder/Stakeholder on demand, subject to the conditions set out below, any sum or sums which may be demanded by the Vendor or the authorised Deposit Holder/Stakeholder to a maximum aggregate sum of **Fifty Thousand Dollars and Zero Cents, \$50,000.00 (Bond Amount)** NOTE: The Bond amount is to be no greater than 10% of the purchase price and under no circumstances can be greater than **\$50,000.00.**

The Financial Institution will make payment, should it receive from the Vendor:

- a copy of a notice of termination or rescission of the **Contract of Sale** served by the Vendor on the Purchaser
- a statement in writing by the Vendor stating that the Vendor is entitled to the deposit under the Contract of Sale (**Deposit**) and that the Deposit has not been paid to the Vendor by the Purchaser in accordance with the terms of the Contract of Sale; and
- the original of this undertaking
- a written demand for the outstanding amount

It is agreed that the Financial Institution will make payment or payments to the Vendor or authorised Deposit Holder/Stakeholder forthwith without reference to the Purchaser and notwithstanding any notice given by the Purchaser not to make any such payment or payments.

This undertaking is to continue until:

- the Contract of Sale being completed or
- 4.00pm on **8 December 2015**
- the original of this document is returned to the Financial Institution
- the Vendor notifies the Financial Institution in writing that this undertaking is no longer required; or
- the Financial Institution has paid to the Vendor the whole of the Bond Amount or such part of the Bond Amount as the Vendor may require.

Whichever first occurs at which time this undertaking expires.

Signed for and on behalf of QBE Insurance (Australia) Limited
(ABN 78 003 191 035) by its authorised agent Deposit Assure Pty Ltd (ABN 40 168 962 365)
Dated this **8 September 2015** by its duly authorised officer.

Signature of Authorised Person _____



Deposit Bond Guarantors Statement

WHAT IS A DEPOSIT BOND?

A Deposit Bond is a bond or guarantee that acts as a substitute for a cash deposit between signing contracts and settling on a property. The bond guarantees that payment of all or part of the deposit will be made at the time of settlement and the value is capped at a maximum 10% of the purchase price of the property. The Insurer issues the Bond to the Vendor for all or part of the deposit required (up to a maximum of 10% of the purchase price)

At settlement the purchaser is required to pay the full purchase price including the deposit. If you default under the Contract of Sale and are required to forfeit the deposit, the Vendor can claim the Bond amount from the Insurers.

The Insurer will then recover the money from the Purchaser..

INFORMATION REQUIRED:

Copies of the following documentation will need to be assessed prior to processing of this application. Please attach copies of the required documentation to this application. Non provision of documentation will cause delays in obtaining the bond.

A. GENERAL DOCUMENTATION FOR ALL APPLICATIONS

- Identification supporting a 100 point ID check. Examples are: Passport = 70, Birth Certificate = 70, Drivers Licence = 40, Medicare/Credit Cards = 25.
- Copy of the council rates notice in order to confirm ownership. Applicants must be the same person(s) or entity as the property owner.
- If your existing property is under finance, a copy of the mortgage statements for the six months immediately preceding this application
- Confirmation of the value of your existing property from a Real Estate Agent or Registered Valuer.
- If funding is by other means, attach an explanation

Privacy :

We are committed to the confidentiality and privacy the applicants' personal information. Collection of any personal details will only be collected for the purpose of assessing this deposit bond application. Without this information we may not be in a position to issue the applicants a deposit bond. We also grant the applicant the opportunity to correct their personal information or obtain access to it.

Your Guarantee means:

If the applicant for the deposit bond noted in this application defaults under the Contract of Sale the Vendor can claim the Bond amount from QBE Insurance (Australia) Limited ABN 78 003 191 035 (QBE). Once the deposit has been paid to the Vendor, QBE will then recover the deposit amount (plus any costs) from the applicant, and yourself.

All correspondence and inquiries should be directed to:

**Deposit Assure Pty Ltd,
180D Sladen Street, Cranbourne, Victoria 3977,
Phone 1300 798 797, Email bonds@depositassure.com.au
ABN 40 168 962 365 © Deposit Assure Pty Ltd**



Section 1

Applicant/s Full Name	Applicant/s Name	
Guarantor's Name	_____	
	Guarantor Name	
	Address	Postcode
	Employers Name	Annual Income
	Date of Birth	Drivers Licence No. Expiry Date:
	/ /	/ /
	Phone no. (W)	Fax no. Mobile Number
	()	()

Section 2

General Questions

Are you (or the applicant) contributing other funds towards the purchase? No Yes
 if "yes" please attach evidence of these funds (i.e. bank statement) \$ _____

Are you or the applicant are in the process of applying for any other Deposit Bonds? No Yes IF YES please advise

Have you, or are you in the process of purchasing another property? No Yes IF YES please advise

Have you, or are you in the process of acting as a guarantor for any other property purchase? No Yes IF YES please advise

I the Guarantor, confirm that the information disclosed in this referral, which forms part of the Applicant's Deposit Assure's Deposit Bond Application, is true and correct. No Yes

I fully understand that QBE will have the right under the indemnity to recover from me any loss suffered by them under the Bond? No Yes

I authorise QBE to obtain from any credit provider and any credit provider to disclose to QBE General Insurance, any information required to assess my guarantee for this application for the Deposit Bond No Yes

I acknowledge that QBE has relied on this information in assessing the Application. No Yes

I have read and understood the Indemnity below. No Yes

Appendix 3 - Sample Personal Guarantor Statement (page 3)

Section 3

Financial Information

LIABILITIES	Note	\$	ASSETS	Note	\$
Bank Overdraft	3		Cash	4	
Mortgages - Home	1		Property - Home	1	
- Other	1		- Investment	1	
Lease/Hire Purchase	2		Motor Vehicles	2	
Other Loans	2		Superannuation	4	
Credit Cards	3		Investments (shares etc)	4	
Total Liabilities			Total Assets		
Net Worth (Total Assets less Total Liabilities)			\$		

Full Disclosure of your total Assets and Liabilities must be made.

Note 1 Property (Home, Investments etc)

Mortgagee (Lender)	Address of property	Number of rooms & type	Property Value (\$)	Loan Balance (\$)

Note 2 Loans (personal loans hire purchase, leases etc)

Lender	Type of Loan	Amount Borrowed (\$)	Amount Owing (\$)

Note 3 Bank and Credit Facilities (overdraft, credit cards etc)

Mortgagee (Lender)	Details of facility	Limit (\$)	Balance (\$)

Note 4 Investments (shares, term deposits, debentures, deposits etc)

Type of Investment	Institution	Maturity	Amount (\$)

All correspondence and inquiries should be directed to:

**Deposit Assure Pty Ltd,
180D Sladen Street, Cranbourne, Victoria 3977,
Phone 1300 798 797, Email bonds@depositassure.com.au
ABN 40 168 962 365 © Deposit Assure Pty Ltd**

Appendix 3 - Sample Personal Guarantor Statement (page 4)

Section 4

Indemnity

Please read this section carefully. If you are unsure you should ask your solicitor or legal representative to explain the indemnity and its implications to you.

I am / We are the Guarantor(s) for the Applicant(s) named in a Deposit Bond Application between as Applicant(s) and QBE Insurance (Australia) Limited ABN 78 003 191 035 (QBE).

I have received independent legal advice regarding the Guarantee and Aussie Deposit Bond application referred to above.

Such independent legal advice included the advice that I/we charge any real estate that I/we now or hereafter own with the performance of my/our obligations and liabilities under the Guarantee and that QBE may at its discretion register a Caveat in respect of such charge on the said real estate.

After receiving that advice I/we have freely and voluntarily signed the Guarantee attached to the Deposit Bond Application.

AND I/WE MAKE THIS SOLEMN DECLARATION conscientiously believing the contents to be true and by virtue of the Oaths Act 1900.

I/we authorise QBE to obtain from the RTA or any government authority (including the Department of Immigration), bank, real estate agency or other individual company or body, any personal information in relation to the Applicant's or Guarantor's necessary to recover any monies due to QBE pursuant to this Deposit Bond.

In consideration of QBE issuing the Deposit Bond at the request of the Applicant(s) and the Guarantor, the Guarantor unconditionally and irrevocably guarantees to QBE the due and punctual payment of all monies owing by the Applicant(s) to QBE under or in connection with the Indemnity contained in this Application Form. The Guarantor must upon demand immediately pay QBE any such moneys not paid by the Applicant(s) on the due date.

The Guarantor hereby charges any real estate wherever situated the Guarantor now or hereafter owns with the performance of the Guarantor's obligations and liabilities under this Guarantee and acknowledges that QBE may at its discretion register a Caveat in respect of such Charge.

Please read carefully before you sign. Each Applicant must sign.

1. Giving information to a Credit Reporting Agency (Section 1, 8E(8)(c) Privacy Act 1988)

QBE has informed me that it may give certain personal information about me to a credit-reporting agency.

2. Access to Commercial Credit Information (Section 18L(4) Privacy Act 1988)

I/We agree that QBE may obtain information about me/us from a business, which provides information about the commercial creditworthiness of persons for the purpose of assessing my/our application for commercial credit.

3. Access to Consumer Credit Information (Section 18K(1)(b) Privacy Act 1988)

I/We agree that QBE may obtain a consumer credit report containing information about me from a credit reporting agency for the purpose of assessing my/our application for consumer credit.

4. Exchange of Credit Worthiness information (Section 18N, Privacy Act 1988)

I/We agree that QBE may exchange information with those credit providers named in this application or named in a consumer credit report issued by a credit-reporting agency for the following purposes;

- to assess an application by me/us for credit
- to notify other credit providers of a default by me/us
- to exchange information with other credit providers as to the status of this credit facility when I am in default with other credit providers
- to assess my/our credit worthiness.

Appendix 3 - Sample Personal Guarantor Statement (page 5)

5. Agreement to a credit provider being given a consumer credit report by a credit reporting agency to assess a guarantor (Section 18K 1(c) Privacy Act 1988)

I/we agree the QBE may obtain from a credit reporting agency a consumer credit report containing information about me/us for the purpose of assessing whether to accept me/us as a guarantor for credit applied for by, or provided to, the applicant(s) [named in agreement]. I/we agree that this agreement commences from the date of this agreement and continues until the credit covered by the application ceases.

I/We understand that the information exchanged can include anything about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act.

6. Agreement to a credit provider disclosing a report including a consumer credit report to potential or existing guarantor (Section 18K (1) Privacy Act 1988) added in boxes for people to tick - first page Yes/No.

I/we agree that QBE may give to a person who is currently a guarantor, or whom I/we indicated is considering becoming a guarantor, a credit report containing information about me/us for the purpose of the guarantor deciding whether to act as a guarantor or to keep the guarantor informed about the guarantee. I/we understand that the information disclosed can include anything about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to disclose under the Privacy Act, and includes a credit report.

I/We irrevocably authorise QBE Insurance (Australia) Limited ABN 78 003 191 035 (QBE) to serve the Guarantor's solicitor if service cannot be effected on me/us.

Name of Guarantor	Name of Guarantor
Signature of the Guarantor	Signature of the Guarantor
In the presence of (Name of Witness)	In the presence of (Name of Witness)
Signature of Witness	Signature of Witness
Address of Witness	Postcode

PRIVACY STATEMENT

This privacy statement describes the collection, use, storage and disclosure of your personal information by QBE Insurance (Australia) Limited ABN 78 003 191 035 (**QBE, we, us, our**).

Why does QBE collect information about you?

QBE collects information about you to:

- process, assess and verify your application, including assessment of the risk we undertake;
- administer and manage the products or services we provide, including calculating premiums, responding to your queries and determining, assessing and verifying any entitlements and/or claims against your policy;
- provide you with information about other products or services that may be of benefit to you; and
- facilitate our internal business operations, including updating internal databases, conducting consumer satisfaction surveys, fulfilling regulatory and legal requirements and system testing.

If you do not provide the information sought by QBE from time to time, it may affect QBE's ability to provide you with and administer our products or services. You have a duty under insurance law to disclose all relevant information. Please refer to your application form for further details of this duty, and the consequences of not complying with it.

We may collect information about you from:

- your accountant or current or former employer;
- your insurance broker or other insurance representative;
- other insurance companies
- your banker or other financial institution
- insurance industry reference bodies and credit reporting agencies;
- government department(s);
- claims investigators; and
- our overseas or local related entities.

To whom may QBE disclose your personal information?

QBE may disclose your information to our agents, consultants, auditors, contractors, contracted staff or service providers that provide financial, legal, administrative or other services such as:

- mailing houses, document and archiving service providers, financial institutions, lawyers, claims investigators and reinsurers;

- insurance industry reference bodies, such as the Insurance Reference Association of Australia (IRAA), Insurance Reference Services (IRS), Credit Reference Association of Australia (CRA) and industry complaint bodies;
- direct marketing companies;
- our local and overseas related entities who share access to our databases (as necessary only);
- government agencies including the Australian Taxation Office, as part of our regulatory or statutory obligations;
- where the law requires or permits us to do so (such as to law enforcement agencies);
- where we collect your information from someone else, or another entity then we may disclose any of your personal information to that person or entity; and
- your agent or with your consent.

Can I access and correct my information?

You can request access at any time to personal information we hold about you. You may ask us at any time to correct this information where you believe it is incorrect or out of date.

No fee will be charged for an access request made to us. You may be charged the reasonable expenses incurred in giving you any information you have requested (such as searching and photocopying costs).

To access personal information we hold about you, or to obtain more information about your rights or our Privacy Policy, please contact QBE's Privacy Officer at:

QBE Insurance (Australia) Limited

ABN 78 003 191 035 (QBE)

82 Pitt Street
Sydney NSW 2000

Phone (02) 9375 4444
Fax (02) 8227 8115

By completing this application form you consent to QBE collecting, using, disclosing and handling personal information about you in accordance with this privacy statement, whether collected on the application form or any other form completed now or in the future.

You also agree that where you have supplied information (such as a name) about any other person, you will tell that other person that you have provided the information to us and show the person this document

Thank you

That brings us to the end of our agents guide.

We thank you for choosing Deposit Assure as your trusted deposit bond provider.

Our mission is to make it easier for people to buy property. And we know Australia's leading mortgage brokers feel the same way. That's why we want to work with you as partners to give your clients the final piece of the puzzle to close the sale.

When your clients do not have access to a cash deposit, Deposit Assure has everything you need to help secure their property purchase. Deposit bonds give you the ability to convert clients that you may not have been able to previously, giving you a true extension to your business and tool for growth.

Got feedback?

We value your feedback, so please get in touch with us if you have any.

If you have any queries on anything listed in this agents guide or to do with your experience on the website, please get in touch with us.

We look forward to hearing from you.

Get in touch

Phone: 1300 798 797 Email: info@depositassure.com.au