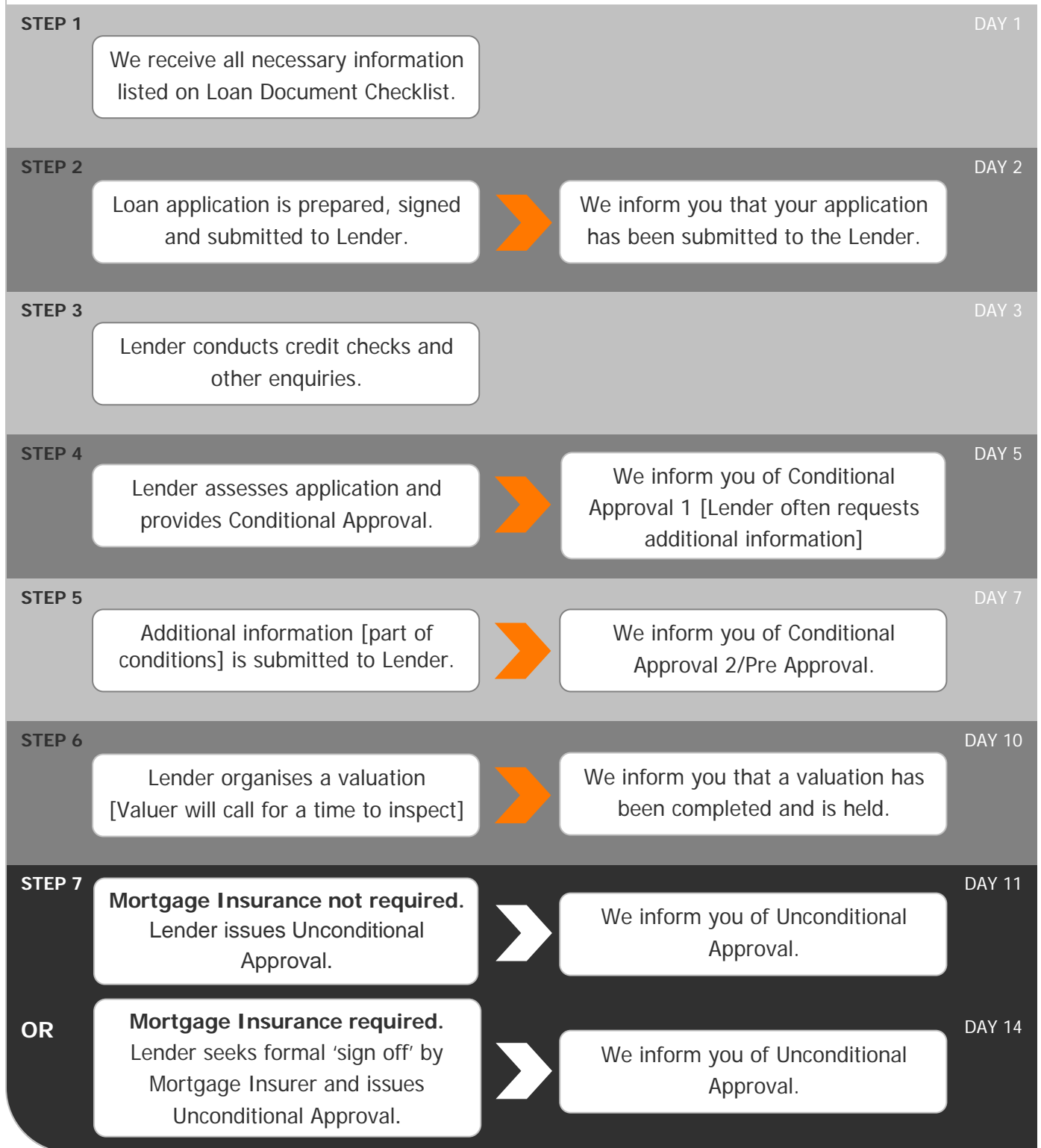


Our Service Commitment Flow Chart maps out the entire loan process to ensure that you are totally 'kept in the loop'.

Service Commitment Flow Chart.



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Please Note: The loan approval timeframes we have outlined above are what you would usually expect when using our services. Some loans however, are more complicated and while we will do everything in my power to meet these time frames, we can not guarantee that these steps will be performed exactly on time. We do however, personally guarantee that everything I can influence will be completed in the shortest possible time and you will always have our complete focus and attention, ensuring your loan is processed quickly and with a minimum of fuss. It is also our commitment to keep you updated at every step of the process.

Settlement on Time - Your Responsibilities

- » Following Unconditional Approval, your Mortgage Documents will be prepared by the lender's Solicitors and sent to you for signing and immediate return. In addition, you will be required to arrange Building Insurance and provide a Certificate of Currency noting the lender as an interested party. [It is recommended that your Credit Advisor helps you arrange this cover]
- » It is the responsibility of your Conveyancer/Solicitor to attend and finalise settlement of the loan however, it is advisable you also check the Loan Disbursement Authority for accuracy before & after settlement. [Conveyancer not required if refinancing]