



ELEVATE
Financial Group

**First Home Buyers
Essentials Kit**
Everything you need
to know about buying
your first home

Contact us on **1300 19 19 20**
elevatefg.com.au

The background of the image is a close-up, black and white photograph of a perforated metal surface, likely a grate or screen. The circular holes are arranged in a regular grid pattern and recede into the distance, creating a strong sense of perspective. A solid blue diagonal shape, starting from the top right and extending towards the bottom left, is overlaid on the right side of the image. The text is positioned within this blue area.

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Introduction

It is no secret that buying your first home can be an overwhelming process. For some people, this will be the biggest purchase they make in their life. Many decisions are required with some results leaving a significant impact on a person's lifestyle. The good news is with thoughtful planning, thorough research and professional advice; you can eliminate unnecessary worry, and purchase your first home with confidence.

If you are reading the **First Home Buyers Essential Kit**, you have probably started the buying process or are thinking of buying your first home. This booklet is a great place to start and is an invaluable resource where you will find the answers to your questions.

At Elevate Financial Group our job as Credit Advisors is to support you through the process of buying your first home. Firstly, we do this by listening and addressing any questions or concerns you may have. Secondly, we provide you with relevant information to help you make educated decisions throughout the process. We also strive to find the best lending options and products tailored to your individual needs. We are passionate about what we do and are intensely focused on delivering you the highest level of customer service.

Our team wish you all the best for the purchase of your first home.

Kind regards

Elevate Financial Group

Where to start?

1. Start with your budget

The very first thing to do is a budget. Make sure it is accurate, detailed and takes into account the expenses associated with buying a property. If you need help, we can identify any extra costs or details that are missing in your budget.

For some people, it could be the first time living out of the family home. Your budget will need to take into consideration paying utility bills like electricity and water plus items such as insurances. Also budget for maintenance, removalists, and simple things like stocking up the pantry for the first time. It is important not to stretch your budget to the limit. A mortgage is a big commitment, and chances are you will have to make alterations to your usual spending habits.

Your budget will also need room to allow for any changes in interest rates and additional unforeseen costs. It is good practice when interest rates drop to maintain the same repayment. This is one way of paying off your loan faster and creating a buffer for when rates rise again.

Information, research
and expert advice is
the key to making a
wise purchase

2. Calculate how much you can borrow

After completing your budget, you can calculate how much you can afford to borrow. One of our Credit Advisors can assist you with this process. You can also get a good indication of your borrowing capacity by using one of the loan calculators on our website under 'Tools & Education' elevatefg.com.au

3. Do your research

Give yourself plenty of time to research the area you wish to buy your home. Information, research and expert advice is the key to making a wise purchase.

- » Go to open house inspections and auctions.
- » Speak to local Real Estate Agents and build a rapport.
- » Follow auction and sale results in the newspaper or online. Make sure you have a good indication of property prices in your desired location.
- » Do research on the internet. You may discover the approval of an undesirable new development or the land has been rezoned which could affect the value of the house you wish to buy. Check the council and local news websites.
- » Stay informed of the property market and interest rates.

4. Consider your finance options

When choosing a loan, take into consideration how the loan product will relate to you and your spending habits. You may like to consider options that will decrease the loan sooner and help you avoid the expensive costs that come with long-term debt. Your Credit Advisor is an invaluable resource; they will share their expert knowledge and guide you to find a tailored finance option to suit your needs.

5. Double check well-meaning advice

Just like starting a family, buying your first home is a time when friends and relatives like to provide 'expert advice'. It is crucial to make sure any advice you follow is backed with evidence. If you require validation or have any concerns about the information you have received, speak to a finance professional immediately. Our team of expert Credit Advisors are happy to resolve any concerns you may have.

6. Feel confident and get excited!

Once the hard work is completed, you have done your research and got a grasp of the property market. You have finalised your budget and spoken to your Credit Advisor about your finance options. You can now get excited and enjoy the process of buying your first home confidently.

Know your entitlements

First Home Owner Grant (FHOG)

The First Home Owner Grant (FHOG) is a one-off grant intended to help people buy their first home. It is a national scheme that has been introduced to offset the effect of the GST on home ownership. It is funded by the states and territories and administered under their legislation.

Under the scheme, purchasers that satisfy all the eligibility criteria receive a one-off payable grant between \$5,000 and \$22,000. The grant is not means-tested, and no tax is payable on it. If you are an eligible first home buyer, you can receive the grant regardless of the area you wish to buy in. The grant varies from state to state, and changes can be made at any time by state governments.

To see if you are eligible or to obtain more information about the First Home Owner Grant, go to **firsthome.gov.au** or speak to one of the experts at Elevate Financial Group.

Stamp duty concessions

In Australia, when you purchase a home the government imposes a stamp duty tax. The tax is calculated and assessed on the sale of your property and added to the purchase price of the home. In each state the stamp duty and concessions vary, as a first home buyer you may receive a stamp duty reduction. If you require further information, speak to Elevate Financial Group.

Your Credit Advisor is an invaluable resource; they will share their expert knowledge and guide you to find a tailored finance option to suit your needs

Financial assistance from your family

Today, more and more parents are prepared to provide financial assistance to help their children enter the competitive Australian property market.

The most common ways parents can help financially are:

- » [Assistance with gifted cash](#)
- » [Providing a supplementary loan](#)
- » [Buying the home jointly](#)
- » [Acting as Guarantor Support](#)

Gifted cash

If a family member is providing you assistance with 'gifted cash' they must be aware that it is not repayable. Most banks will request the family member to declare formerly that the funds are a non-refundable gift.

Supplemental loans

If your parents have available finance, they may agree to help you enter the property market with a supplemental loan. These types of loans can seem appealing as they usually have low or no interest at all. It is recommended by lenders with this loan, to document the terms between both parties. Your parents will need to consider possible future scenarios with you and your partner that could potentially place a financial strain on their lifestyle.

Joint ownerships

Some parents choose to help their kids by purchasing a home together. This helps both parties, by allowing you to enter the property market while providing your parents with an investment property. Unfortunately, if you do purchase a home jointly with a family member, you will not qualify for the First Home Owner Grant.

Guarantor support

Your parents can help you by acting as a Guarantor. This means they can mortgage their property as additional security for your home loan. If you do not have sufficient security yourself, having a Guarantor may allow you to borrow more money or possibly avoid paying mortgage insurance.

Some lending institutions will let your Guarantor select the specific amount up to which the guarantee is limited. Lenders will also allow parents to deposit into a term deposit to use as security, which allows your parents to earn interest on the term deposit.

It is recommended and sometimes mandatory to seek legal and financial advice before entering into this type of loan agreement. For more information on Guarantor Support contact Elevate Financial Group.



TIP » Shop around to find the right policy for your needs. Alternatively speak to one of our credit advisors to review your situation

Borrowing essentials

Credit reference

When you are applying for a mortgage, the lender you choose will complete a credit check. They will review your credit history and check:

- » Any credit applications you have made
- » If you have defaulted on payments
- » Any infringements referenced in your name or your company's name if you are self-employed.

You can check your personal credit history by ordering and purchasing a personal credit file online. You will receive a credit file as a PDF document that you can print off and bring to your Elevate Financial Group appointment.

How much can I borrow?

In most cases the amount of money a bank will lend you depends on the deposit saved, your current expenses and income. However, if you have a little or no deposit we can also assist in recommending other options. We can help you calculate how much you can borrow and what type of loan will suit your budget and lifestyle.

We are more than happy to discuss your borrowing options, so please don't hesitate to contact us. Alternatively, you can try our Mortgage Loan Calculator available on our website at elevatefg.com.au under 'Tools & Education'.

How much deposit do I need?

Most lenders require a 10% – 20% deposit as well as a history of active savings. If you need to borrow over 80% of the purchase price you will generally be required to pay mortgage insurance in addition to your mortgage repayments. The higher your deposit means the less you need to borrow, plus lower repayments over the lifetime of your loan. Talk to a professional at Elevate Financial Group, we will take your personal circumstances into consideration and work with you to determine your deposit requirements and find you the right lending solution. Our experienced Credit Advisors have helped a variety of customers in many different financial situations.

Deposit bonds

A deposit bond can help make your home buying process easier. It gives you the freedom to focus on finding the right home, while allowing your savings to earn interest right up until the day of your settlement. It acts as a substitute for cash, and you can use the bond when exchanging contracts, including at auctions. When you purchase a home, the vendor will receive the 10% deposit bond by an insurance company, even if you default on the contract of sale. In most cases the settlement takes place, the purchase price is paid in full, and the deposit bond simply lapses.

What costs are involved?

Stamp duty

Stamp duty may apply to the purchase of your home. Each state has different stamp duty; you can find out how much you need to pay by looking at your state's website. Alternatively, you can speak to your conveyancer or legal representative who will advise you of the amount you need to pay.

Australian Capital Territory revenue.act.gov.au

New South Wales osr.nsw.gov.au

Northern Territory revenue.nt.gov.au

Queensland osr.qld.gov.au

South Australia revenuesa.sa.gov.au

Tasmania treasury.tas.gov.au

Victoria sro.vic.gov.au

Western Australia treasury.wa.gov.au

Loan application fee

The loan application fee, also known as 'establishment', 'up-front', 'start-up' or 'set-up' fees, is a one-off payment when you start your loan. If you are not charged a start-up fee when you apply for a loan, you may in some instances pay higher ongoing fees. The fee covers the preparation of loan documentation, legal fees for standard loan set-up and one standard valuation.

Legal representation

It is important to appoint a qualified conveyancer/solicitor when purchasing your home. This is to ensure the contract is in your best interest and does not encompass any unacceptable terms. When choosing your legal representative, it is advised to check their qualifications and understand what services they will include in their fees. Each legal representative will have a different set of fees, so it is important to shop around.

The role of a legal representative is to:

- » Give advice on the property contract
- » Facilitate council, strata and company title searches
- » Order pest and building inspections
- » Arrange for the signing of contracts
- » Negotiate with the vendor's solicitor on your behalf
- » Arrange for the settlement process
- » Deal with any difficulties that arise during the settlement period
- » Advise you on any future developments which could affect your home by checking with the local council.

At Elevate Financial Group we work tirelessly to ensure you have a smooth application process. If you require assistance in sourcing a suitable legal representative speak to us. We align our business with premium partners, and can provide you with a list of excellent professionals. We want you to feel confident that you are in safe hands from start to finish.

Inspections

You will need to factor in building and pest inspection costs into your budget. It is imperative you enlist the services of a fully licensed and insured pest and building inspector. A building inspection could save you thousands. It could stop you from purchasing a property that requires too many costly repairs. You may be even able to use your building report to negotiate conditions in the contract, as well as the price.

The role of the building inspector is:

- » To provide a written report outlining any faults in the property
- » Inform you to whether the faults can be repaired and how much these repairs are likely to cost
- » Highlight any unsafe or unauthorised renovations and extensions
- » The pest inspection is not usually covered in a building report. You can request for proof of ongoing termite inspections, if none exists, your inspector will provide a report that complies with the Australian Standard. When buying a home at auction, you will need to organise the inspections prior auction day.

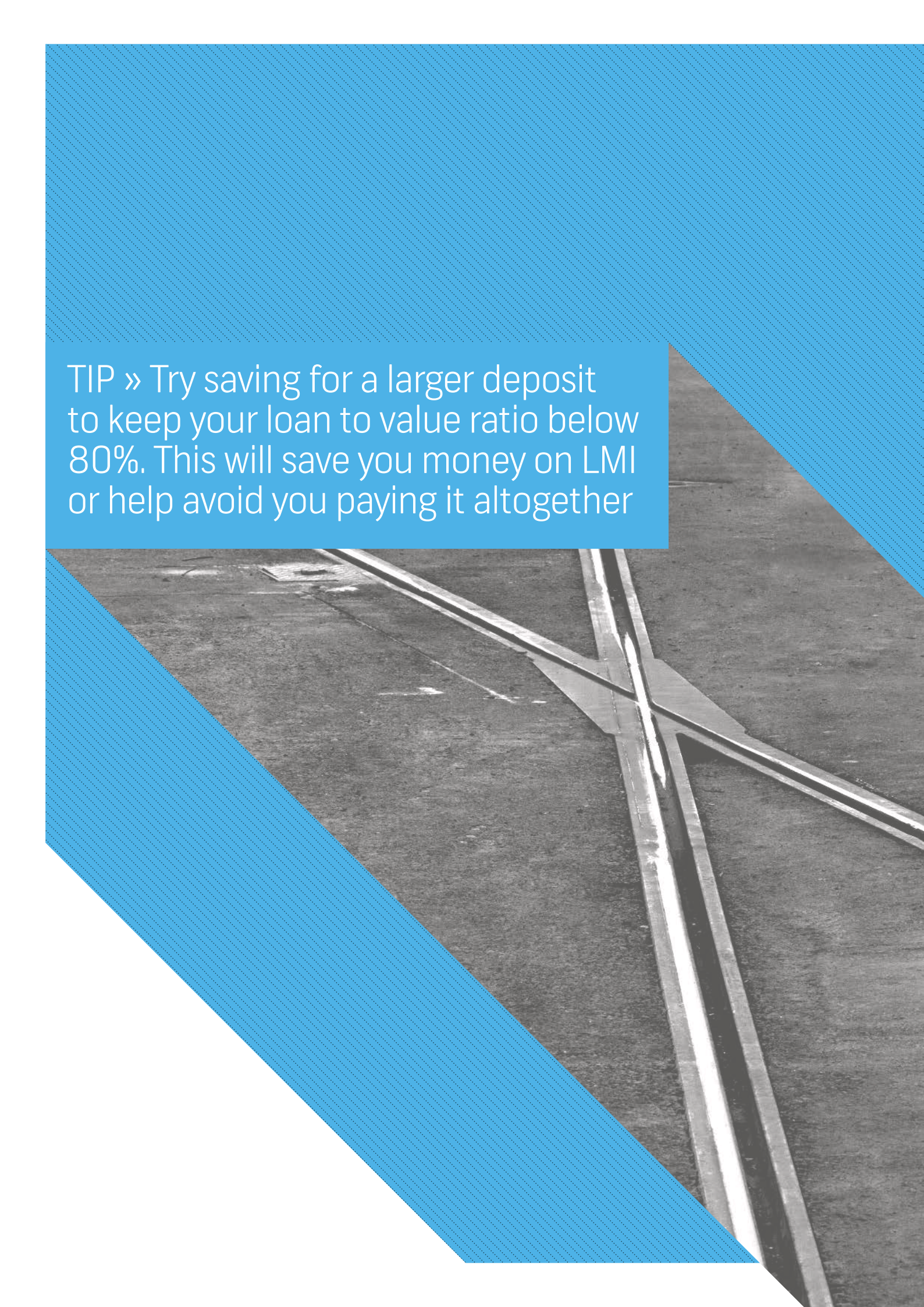
The cost of moving

The costs involved in moving can add up. You may need to pay connection or disconnection fees on your utilities. The price to hire a removalist can also vary. If possible compare the prices of three quotes.

Things you need to take into consideration when obtaining quotes:

- » The distance you are moving
- » The quantity of furniture being moved
- » Do you require a packing service?
- » Do you need insurance?
- » Ask how many people will be booked to move your belongings
- » Size of truck required
- » Tolls or parking meters
- » How many steps will the removalist need to negotiate
- » Do your pets need to be moved.

TIP » The more time and effort you are willing to put into your move, the more you will save on hiring a removalist



TIP » Try saving for a larger deposit to keep your loan to value ratio below 80%. This will save you money on LMI or help avoid you paying it altogether

Insurances

Mortgage protection insurance

Your mortgage could be one of the biggest and most significant debts you will have in your lifetime. Mortgage protection insurance supports you and covers your mortgage repayments in any unforeseen event like involuntarily unemployment, sickness, disability or death.

Lender's mortgage insurance (LMI)

Lender's mortgage insurance is a government regulation and is compulsory for lenders to charge this fee when you borrow 80% or more of the purchase price of your home. LMI protects the lender, not you if you default on your mortgage repayments. In the unfortunate event that your home is repossessed and sold, LMI will cover the gap between what the property is sold for and what is still owing to your lender.

Home and contents insurance

Your home and contents insurance gives you piece of mind knowing that your biggest asset will be fixed, or replaced if it is damaged. Home and contents insurance covers loss of and damage to the contents of your home, garage and shed. This damage could be caused by fire, break-ins and weather events such as floods, storms, hail, earthquakes and more.

Income protection

Income protection insurance can help you manage your expenses if you are unable to work for a certain amount of time due to illness or injury. Every policy is different make sure you understand benefits and the sort of policy you are getting. Usually, income protection will cover up to 75% of your gross wages for a limited period.

Life insurance

Life insurance also known as term life insurance or death cover will pay a lump sum payment to your beneficiaries in the event of your death. The money will go to the people you nominate on your policy to help them manage their future finances eg. paying out mortgages, schooling and other family expenses.

Total and permanent disability insurance (TPD)

You can choose to cover yourself for total and permanent disability. You can even bundle it with life insurance to provide security for you and your family for the rest of your life. You will be covered if you can no longer work, or in the event that you die due to illness or accident.

Preferred insurance providers

At Elevate Financial Group our job is to minimise your stress and more importantly, save you time and money. We can provide you with a list of our preferred insurance providers. You will have peace of mind knowing that we have recommended only the best insurance providers to make you feel secure about your future.

Choosing the right loan

There are a variety of home loans available with different rates and features. It can be overwhelming determining which product is the right fit for you. The good news is, we can inform you of your options and assist you during the process. Elevate Financial Group are home loan experts; our service provides you with a variety of home loan products from a range of financial institutions at no charge. Whatever your situation we will help find you the right solution.

Basic home loan

An excellent option if you are looking for a straight forward loan with a low variable interest rate, plus little or no fees. The basic home loan may have fewer features such as linked credit cards and redraw facilities and can be less flexible than other loans. However in return, they can offer lower interest rates and minimal fees.

Standard variable loans

Standard variable rate loans typically have more features than a Basic Home Loan including the benefit of an offset account. Money held in your offset account will 'offset' the balance in your mortgage account which will help reduce your interest payments. Lenders will charge an annual fee for this type of package. Other features may include – line of credit options, discount for a higher loan amount, free credit card and the ability to switch to a no fix loan product.

Introductory rate home loan

This loan is suitable for you if you are looking to minimise your initial home loan repayments. The type of home loan is a variant of the lenders basic loan product. It offers new customers a reduced interest rate and lower repayments for a set time, usually 6 to 24 months. Once your introductory period is over the interest rate reverts to the standard variable rate. The disadvantages are restrictions or exclusions of available features and can have higher exit fees. It discourages borrowers from continually changing to introductory products from other lenders.

Fixed rates home loan

You can lock in a fixed interest rate depending on the lender, and this can be from 1 to 5 years. Meaning you can enjoy the assurance of knowing exactly what your monthly repayment will be. After the fixed term, you may need to switch products. This is because most fixed rate home loans revert to a standard home loan. If the fixed term is broken, fees may be payable. The fees will be calculated by the remaining fixed term and the current fixed rates.

Split loan

A split loan will offer you the stability of fixed rate home loan along with the flexibility of a variable rate loan. With a split loan, you can have part of your loan fixed and part variable to give you the benefits of both loans in a single home loan. You can customise the loan and add the features you require.

When interest rates are volatile or rising, splitting a loan enables you to hedge against the risk of higher rates while still keeping part of your loan at the lower variable rate.

Redraw facility

One of the most popular loan features is a redraw facility. It will allow you to make additional repayments enabling you to minimise your loan size and interest payable. If you need access to the repayment funds, you have the flexibility to redraw them. Mortgage products that offer a redraw facility will have account setup fees, and may have limited free redraws, plus a minimum and maximum redraw amount.

Line of credit

A line of credit home loan allows you to obtain a credit limit, which is secured by property. You can withdraw funds up to a set limit at any time and repayments can be made in full or on a monthly basis. The interest rate is usually lower than a credit card rate but higher than a standard home loan, and fees will be charged. When used with financial discipline, a line of credit can offer flexibility and possibly debt consolidation.

Construction loan

If you plan to build a new home, a construction loan will provide you with the funds as you need them. Typically the funds are released throughout the construction phase, in line with different stages of the project.

How to apply for a loan

Proof of identity

When applying for a home loan for the first time, you will need to provide proof of identity. You are required to produce original documents of identification and these can include the following:

- » Birth certificate
- » Passport
- » Driver's licence
- » Medicare card
- » Credit card

For a complete list of acceptable documentation speak to Elevate Financial Group.

Financial assessment

Most loan applications are several pages long as a lender will need to access your financial situation. Your lender will want to determine your capacity to repay the loan, your financial risk, and if you have adequate security for the amount you wish to borrow. You will be required to answer similar questions to:

- » Do you have dependent children?
- » How long have you lived at your current address?
- » How much debt do you have?
- » What is the value of your assets?
- » Do you have personal insurances?
- » Do you have credit cards?

Loan application checklist

Preparing the documents on the below list will help expedite your loan application. It is advisable to have the following:

- » Two of your most recent pay slips
- » PAYG payment summary for the past two years
- » Documentation from your employer detailing income and length of employment
- » Bank statements including transaction, saving or passbook accounts
- » Investment papers including managed funds or term deposits
- » Details of personal loans, credit cards or charge cards
- » Details of life insurance policies and superannuation
- » Approximate value of your assets such as furniture and jewellery.

If you are self-employed it is advisable to have:

- » The past two years' tax returns
- » The previous two years' financial statements and Accountants details
- » Some lenders may even ask for a profit and loss statement certified by a registered Accountant.

Loan pre-approval

It can be beneficial to get a loan pre-approved, so you know exactly how much money you can borrow before you set out to buy a home. Most loans that are pre-approved are valid for three months, giving you enough time to explore the property market. It will also save you time once you have found the right home as you can confidently make an offer knowing your finance is in order.

Understanding your loan contract

Another advantage to using a Credit Advisor is, that once your loan is formally approved they will arrange the contract for you to sign. They will go through your mortgage contract to ensure you thoroughly understand the terms. They can address any concerns you may have at any stage of the loan application process.

How to successfully buy your first home

Step 1 Have your loan pre-approved

It can be handy knowing how much you can borrow from a lender before you make an offer on a home. A loan pre-approval can also help give you the confidence to make a calculated offer on the property of your choice.

Step 2 Research homes and suburbs

The time and effort you put into researching will help you make an informed decision when purchasing your home. You can research suburbs by checking property listings in newspapers, on the internet, and with local real estate agents. Driving around your chosen area will also give you a feel of the suburb and streets that are more appealing. It is also invaluable to keep track of prices on recently sold comparable homes in the suburb. Plus visiting open houses and attending auctions are an excellent way to stay informed of the realistic value of properties.

Things to consider:

- » Will the home fit your families growing needs
- » Proximity to public transport
- » The local schools
- » Access to shopping centres
- » Planned development projects in the community
- » Access to local parks, bike tracks and community facilities.

Step 3 How to make an offer

Private treaty – If you would like to buy a property that is sold by private treaty, you will need to make your offer to the real estate agent who is listing the property. They will give you a copy of the contract for sale, which you will need to have checked by your conveyancer or legal representative.

Auction – Generally, offers can be made to properties listed for auction before the auction date. Pre-auction offers are made through the real estate that listed the property. If you plan to make a bid at an auction, it is important that your conveyancer or legal representative has checked the contract and have organised a pest and building inspection before you make a bid. If you do buy a home at auction you will be required to pay a deposit of 10% immediately. The contract for an auctioned property is unconditional and no cooling off period applies.

Step 4 Check your contract for sale

The real estate agent who is listing the property will provide you with a copy of the contract for sale. You will need to get it checked by the conveyancer you have chosen to represent you. Your conveyancer can advise you of your cooling off rights and when you are required to make a deposit. They will also order a pest and building inspection if this has not been carried out. Your contract for sale will be legally binding once signed by both parties.

Step 5 Final loan approval paperwork

Your loan documents will need to be prepared for the balance of the purchase price. If you have a Credit Advisor, they will organise and finalise the paperwork for you to sign off on at your convenience.

Step 6 Building insurance

Your lender will require you to organise building insurance. You will need to make sure that the amount insured complies with the lenders minimum insured amount. If you require advice on building insurance, contact Elevate Financial Group.

Step 7 Final house inspection

Before the settlement date, you can arrange for a final inspection of the house with the real estate agent. You can do this yourself, or organise a qualified professional to complete the task. It is important to check that the inclusions in the contract for sale are in working order, i.e. light switches, power points, air conditioners, exhaust fans, hot water, swimming pool equipment and security system. You can also request copies of manuals for household appliances, for example – the stove, dishwasher or air conditioner.

Step 8 Settlement

Your conveyancer or legal representative will attend to the settlement. The settlement date is the day on which the balance of the purchase price is paid to the vendor. It is also when stamp duty and lender's mortgage insurance (if applicable) is required to be paid. Once you have been advised of the settlement, you can collect the keys from the real estate agent.

What if you change your mind?

If you have changed your mind about buying a house and the cooling off period has expired, the contract is still binding. It can be a costly exercise if you decide to withdraw from purchasing a home after signing a contract. You should seek independent legal advice as soon as possible.

It is important to read your contract carefully to be aware of the consequences of defaulting on the contract. If you wish to get out of the contract, you may be liable to pay compensation to the vendor. The amount will depend on the loss suffered by the seller. In most circumstances it is based on the amount of money it would take to re-sell the house including any loss on the subsequent sale.

How to pay off your mortgage sooner

Pay extra in the first eight years

It can be hard to find extra money when you first start paying your mortgage. However, paying a little extra for the first five to eight years is a good way of shortening the life of your loan. Most mortgages require you to pay the principal and interest over 30 years. Usually in the first eight years, repayments are primarily paying off the interest only. Because these loans are interest-heavy up front, making extra payments as early as possible will mean you will pay off your loan sooner.

Use a mortgage offset account

You can save interest on your loan by using a mortgage offset account. This account allows for your mortgage to be linked to a savings account into which you deposit your salary and other cash. When your bills are due you can withdraw the money while the salary and cash sit in the account it is 'offset' against your loan to reduce the amount of interest you pay.

Make an annual lump sum payment

You can make an annual lump sum payment if you have some extra cash like your tax refund, inheritance or work bonus. You will need to check your mortgage documents to find out how often you can prepay and what amount you can apply directly to your principle.

Prepay a little every month

Even if you can only afford to pay off a little extra each month, you can still make a big difference to shortening the life of your loan. An easy way to do this is to find out the breakdown of your interest and principal on your loan amortisation schedule. Look at the month your payment is due, find out the principle reduction line to see the principle reduction for the following month and pay it in advance.

Case Study – John checks his loan schedule to make his next loan repayment for the month of January. He looks at the next line down on the principal reduction line and reads that the principal reduction for the following month of February is \$33. John makes his regular January loan repayment plus adds \$33. This makes John's 'true' mortgage balance one payment less after the principal is prepaid. If John repeats this process each month, he will be making an extra payment each year.

Use a redraw facility

A redraw facility means you can put all your 'rainy day' money on your mortgage knowing you have access to it when you need it. You can use a redraw facility to make extra payments and then withdraw them if you need the funds again.

This type of loan may attract higher costs for this additional benefit. So you should consider how often you need to redraw your money before deciding if this feature suits you. A redraw facility can charge a fee for a withdrawal and can have limitations set such as a minimum amount for each redraw and a limited number of redraws per year. It may also impact on the tax deductibility of your loan. It is important to discuss this option with a mortgage specialist and your accountant.

Take advantage of a drop in interest rates

When interest rates fall, you can take advantage of this if you have a variable home loan. Continue to pay the loan at the higher rate to pay off your loan faster.

Review your mortgage annually

After you have set up your mortgage and you start making routine payments, it can be easy not to give much thought to it. However staying up-to-date on interest rates and new products could save you money. We recommend that you review your mortgage and your personal finance requirements annually. We can help you review and look at new products that could better suit your needs.

Why you should choose Elevate Financial Group?

Whether you are a first home buyer or an astute investor, we understand that obtaining finance from banks can seem limitless and completely overwhelming. At Elevate Financial Group our job is to minimise your stress and more importantly, save you time and money. You will have peace of mind knowing that we have recommended the best loan for you and your future.

Elevate Financial Group has made a commitment to deliver a quality service to you. It is our personal customer service that sets us apart from other finance brokers.

You will be assured knowing:

- » You will only deal with motivated and educated professionals.
- » We will take the time to explain the loan process and share our up-to-date product knowledge.
- » You will receive premium customer service that goes over and above your expectations.
- » Along with sourcing competitive finance and products for you, we promise to integrate honesty, integrity and business ethics into all aspects of our service.
- » We will build a long-term relationship with you and become your trusted advisor throughout the process.
- » We only work with the best and have selected premium business partners. This means that you will have a consistently high level of customer service throughout your experience.
- » We will always have time for you. We are happy to answer your questions or address any troubles or concerns you may have.
- » You are welcome anytime to visit us for a chat at our boutique firm – conveniently located in Melbourne CBD.

Elevate Financial Group – Client Value Proposition

At Elevate Financial Group our client value proposition is to work by partnering with trusted business professionals. Plus, provide lending products and plans that will help with your long-term wealth creation.

TIP » We recommend you have regular mortgage health checks with your Credit Advisor. They will ensure you have the best loan product for your current state of affairs

Our Code of Ethics

Principle 1 Client First

We believe in placing your interests first and delivering you the highest level of customer service. We will always act in a professional manner, be honest and never put personal gain or advantage before your interests.

Principle 2 Integrity

We will always provide our professional service with integrity and honesty. We know that when you do business with us, you place us in a position of trust. The central source of that trust is our personal integrity this requires our honesty in all professional matters.

Principle 3 Objectivity

We will always provide our professional services objectively. This means you can trust us to exercise sound professional judgement when delivering our services and managing any conflicts that may arise.

Principle 4 Professionalism

We will conduct our business with you in an exemplary professional manner at all times. We will act with dignity and show you respect and courtesy in all business related activities.

Principle 5 Competence

We will maintain a high calibre of skills and knowledge necessary to provide you with our professional services competently. You will be provided with up-to-date product knowledge and skills in every aspect of our business.

Principle 6 Confidentiality

Your personal information will always be protected and confidential. We will only provide your details to those who are authorised. Your information will not be disclosed inappropriately.

Principle 7 Diligence

You will always receive our professional services diligently. We will deliver our professional commitments in a timely and concise manner, and will always take due care in planning, supervising and delivering our services.

Principle 8 Compliance

We will act in accordance with the government, legislative, and financial sector laws to ensure we are 100% compliant in all areas of the business.

Please contact Elevate Financial Group on **1300 19 19 20** or **loans@elevatefg.com.au** if you have any questions or queries. Malcolm Hester is a credit representative (451385) of BLSSA Pty Ltd ACN 117 651 760 (Australian Credit Licence 391237).

