

Introducing the New Fees & Charges Feature

We're excited to introduce a brand-new **Fees & Charges** feature that makes managing loan fees easier, more flexible, and more transparent. This update gives you full control over how fees are applied to different loan products, allowing you to customise them based on your needs.

What's New?

With this feature, you can now set up a global **Fees & Charges table** that applies to all loan product categories. Whether it's personal loans, home loans, credit cards, or business loans etc, you'll be able to define standard fees and decide how they should be handled.

You'll find this feature under **Marketing > Product > Fees & Charges**.

How It Works

When setting up loan fees, you'll have three key options:

- **Include:** Adds the fee on top of the loan amount (capitalised into the loan).
- **Deduct:** The fee is not added to the loan but still exists and is sent to the solicitors to include in the disbursement section of the loan contracts.
- **Waive:** The fee is removed completely, and the borrower doesn't have to pay it.

This applies to standard pricing table fees, including annual fees, monthly fees, and establishment fees.

Where to Find It?

- You can set up global fee structures from **Marketing > Product > Fees & Charges**.
 - When handling an application, the **Fees & Charges** section will now appear as the **last option in the Product tab**. It's located into an accordion-style menu, so you can expand it when needed.
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Why This Matters

This update ensures a smoother loan process for both you and your customers. You'll have full flexibility to include, deduct and waive fees, adjust them based on each application, and ensure that everything is accurately reflected in loan contracts and solicitor instructions.

Introducing New Reports.

We're rolling out a series of **powerful new reports** to give you **better insights, improved tracking, and greater visibility** into loan applications and servicing. These enhancements will help you make faster, data-driven decisions and optimise your processes.

1. Warehouse Report – A Complete Loan Summary (Servicing)

The **Warehouse Report** provides a **comprehensive view** of each loan application, offering a detailed summary that includes:

- ✓ Loan ID and current balance
- ✓ Borrower's address and employment details
- ✓ Asset details
- ✓ Arrears information

With this report, you get a **full picture of an application's status** in one place, making it easier to track and manage loans efficiently.

2. Statistics Report – Global Loan Overview - (Origination)

Similar to the **Sales Pipeline Report** (under **Origination Reports**), this new **Statistics Report** provides a **two-layered breakdown** of loan applications:

- **Screen 1:** A high-level summary of all loan applications, including total volume.
- **Screen 2:** A detailed breakdown of each application, showing:
 - ✓ Loan type & purpose
 - ✓ Opportunity details
 - ✓ Loan amount & address
 - ✓ Broker or company name

This report makes it easy to assess trends, monitor application performance, and identify opportunities.

3. Loan Balance Report – (Servicing)

The **Loan Balance Report**, found under **Servicing Reports**, provides key details on loan servicing, including:

- ✓ Loan ID
- ✓ Borrower's name
- ✓ Current loan balance
- ✓ Loan product

This report helps track loan balances efficiently, ensuring quick access to servicing details.

4. Sales Pipeline Timeline Report (Origination)

We've added an important enhancement to the **Sales Pipeline Timeline Report**—now tracking the **time taken for an application to move from 'Application' to 'Conditional Approval'**.

New Enhancement to Multi-Loan / Multiple Securities for a Single Loan (staff portal level only)

We're introducing a **new feature** that allows multiple securities to be added to a **single loan application** within the **Staff Portal**. This enhancement provides greater flexibility in structuring loans and improves loan-to-value ratio (LVR) calculations.

What's Changing?

Previously, a loan application was limited to a single security. Now, staff can **add multiple securities** to a loan, and the system will automatically **update the Group LVR and Security fields** under the Product tab.

This feature is particularly useful in scenarios where:

- ✓ A borrower initially applies for a loan with a single property as security but later decides to **add an extra security**.
 - ✓ The borrower wants to **leverage equity** from an additional property to obtain a **better Group LVR** and potentially improve loan terms.
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How It Works

1. **Adding Multiple Securities:**
 - Staff can now **attach additional securities** to a loan within the **Staff Portal**.
2. **Automatic Updates:**
 - The system will **automatically reflect the updated security details** in the **Group LVR** and **Security** fields under the Product tab.
3. **Improved Loan Structuring:**
 - This feature ensures that borrowers can optimise their **loan structure**, potentially reducing interest rates and improving approval conditions.