



Home Guarantee Scheme

Templates

Use these templates when sending emails to Home Guarantee Scheme Team.

Version 16

1 October 2022

Template 1 – New Home Guarantee off the plan extension

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: Off the Plan Extension Request NHG: XXXXX (Insert Reservation Number)

Email Body: Hi Team,

Please extend my customer(s) FY20/21 pre-approval by [25 months construction commenced or 31 months construction not yet commenced].

I confirm I have imaged the following documents to the application:

- Executed COS for the purchase of the property
- NHG Vendor Statement – Off the Plan

Template 2 – Guarantee document required (Escalation request)

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: Settlement in 72hrs HL Reservation Number: XXXXX (Insert Reservation Number)

Email Body: Hi Team,

We have not been able to locate the Guarantee Certificate on the following:

- Application Number:
- Settlement date*:

Please assist by imaging the Guarantee Certificate to the application and reply on completion to be able to send the file to Certifications.

*Settlement date must be within 72hrs of the date of email being sent.

Template 3 – Cancel/Withdraw a Scheme Place Reservation or Guarantee

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: Removal from Scheme Reservation / CHL Number: XXXXX (Insert Reservation / CHL Number)

Email Body: Hi Team,

Customer has chosen to withdraw, or is no longer eligible to hold a reservation. Please withdraw reservation XXXXXXXX

Can you release the customers Scheme place and or cancel the Guarantee.

Template 4 – Extension required for additional 30 days

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: 30 day Extension Request: XXXXX (Insert Reservation Number)

Email Body: Hi Team,

The customer has found a property and I have imaged to the application the Contract of Sale

Please assist by extending the 90 days by a further 30 and reply on completion

Template 5 – Amendment to Existing Scheme Place Request

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: Amendment Required to Scheme Place: XXXXXX (Insert Reservation Number)

Email Body: Hi Team,

We have identified that the following changes need to be made to the customer's Scheme place reservation:

- Reservation Number:
- Change to be made: (ie Spelling amendment/name change etc)

Please assist by making these changes.

Template 6 – Requesting Discharge of a CBA Home Guarantee Scheme

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: CHL xxxxxxxx OR Scheme number - Requesting the discharge of a CBA Home Guarantee Scheme

Email Body: Hi Team,

The above Scheme Guarantee is no longer required as the customer has:
(Please select your applicable option)

- Discharged loan from CBA to OFI
- Fully repaid or the Loan to Value Ratio (LVR) has reached 80% or less of the original Bank Valuation amount;
- > 80% LVR of current valuation – internally refinanced with LMI
- < 80% LVR of current valuation – internally refinanced variable loan(s)
- < 80% LVR of current valuation - internally refinanced with a split fixed and variable loan(s)
- Internal refinance - remove a co borrower

Please action request as required.

Template 7 – Requesting a CBA Scheme Place for a loan with a Home Guarantee Scheme being refinanced to CBA
CARE: Customer information provided must exactly match the existing Guarantee details

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: CHL xxxxx External refinance Scheme request – transfer Scheme to CBA

Email Body: Hi Team,

Customer is externally refinancing their Home Guarantee Scheme loan to CBA. The customer currently has a Guarantee Certificate which I'm requesting to have transferred to CBA:

Loan application number:

Property information

Title Reference number:

Full Address:

Applicant one information:

Full legal name:

DOB:

Medicare or PMKeyS Number:

IRN:

Applicant two information (if applicable):

Full legal name:

DOB:

Medicare or PMKeyS Number:

IRN:

Please action request as required.

Template 8 – Request for FHBG as ineligible for RFHBG

Email To: HomeGuaranteeScheme@cba.com.au

Subject Line: CHL xxxxx Request for FHBG as ineligible for RFHBG

Email Body: Hi Team,

We have identified that the following customer passes the Regional Checker requirements for RFHBG however does not meet the broader RFHBG eligibility for the follow reason/s:

- (State reason i.e customer has not lived in the region or neighbouring region for a period of 12 months)

Approval required for customer to apply for FHBG.