

# Additional Support Requirements Form

To be completed by the Mortgage Intermediary

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## Application Reference

## We are here to support

There are many circumstances that mean customers would like us to work with them differently today, in the future, or on an ongoing basis. If they share this information with us, we'll take the time to understand their needs and work with you and them to support those needs.

With your customer's permission we will add an indicator to the application, and later to the account, which means whenever they speak with us, we are aware of any support needs.

We will also use the information provided in this form to help us develop our products and support options to help improve outcomes for all our customers. No data which will identify your customer will be used in these circumstances.

**This form should be completed only where an additional support requirement exists and the applicant(s) have given their consent for the information to be disclosed by you to us.**

**If no additional support requirement exists and/or the applicant has not given their consent for disclosure, this form should not be completed.**

**Disclosure of additional support requirements will not be used to determine whether or not a loan can be granted.**



