

CANSTAR **FIXED RATE HOME LOAN AWARD** **METHODOLOGY DOCUMENT**



WHAT IS THE CANSTAR FIXED RATE HOME LOAN AWARD?

The CANSTAR *Home Loan Star Ratings* uses a sophisticated and unique methodology comparing the Cost and Features of a home loan to determine the products representing outstanding value. In conjunction with the Home Loans Star Rating, CANSTAR awards *Fixed Rate Home Loan Award* to institutions that provide the strongest combination of products across the Home Loan Star Ratings.

CANSTAR's *Fixed Rate Home Loan Award* uses the strength and robustness of the Home Loans Star Ratings to determine institutions that provide the strongest combination of products across three different consumer profiles (Established Home Owner, First Home Buyer and Investor) and four fixed rate terms (1, 2, 3 and 5 year fixed).

The following lender groups are considered, with the top ranking lender receiving the CANSTAR Fixed Rate Home Loan Award for that segment:

- Banks (Bank of the Year – Fixed Rate Home Loan)
- Customer Owned Institution which includes mutual banks, credit unions and building societies (Customer Owned Institution of the Year – Fixed Rate Home Loan)
- Non Banks (Non-Bank of the Year – Fixed Rate Home Loan)

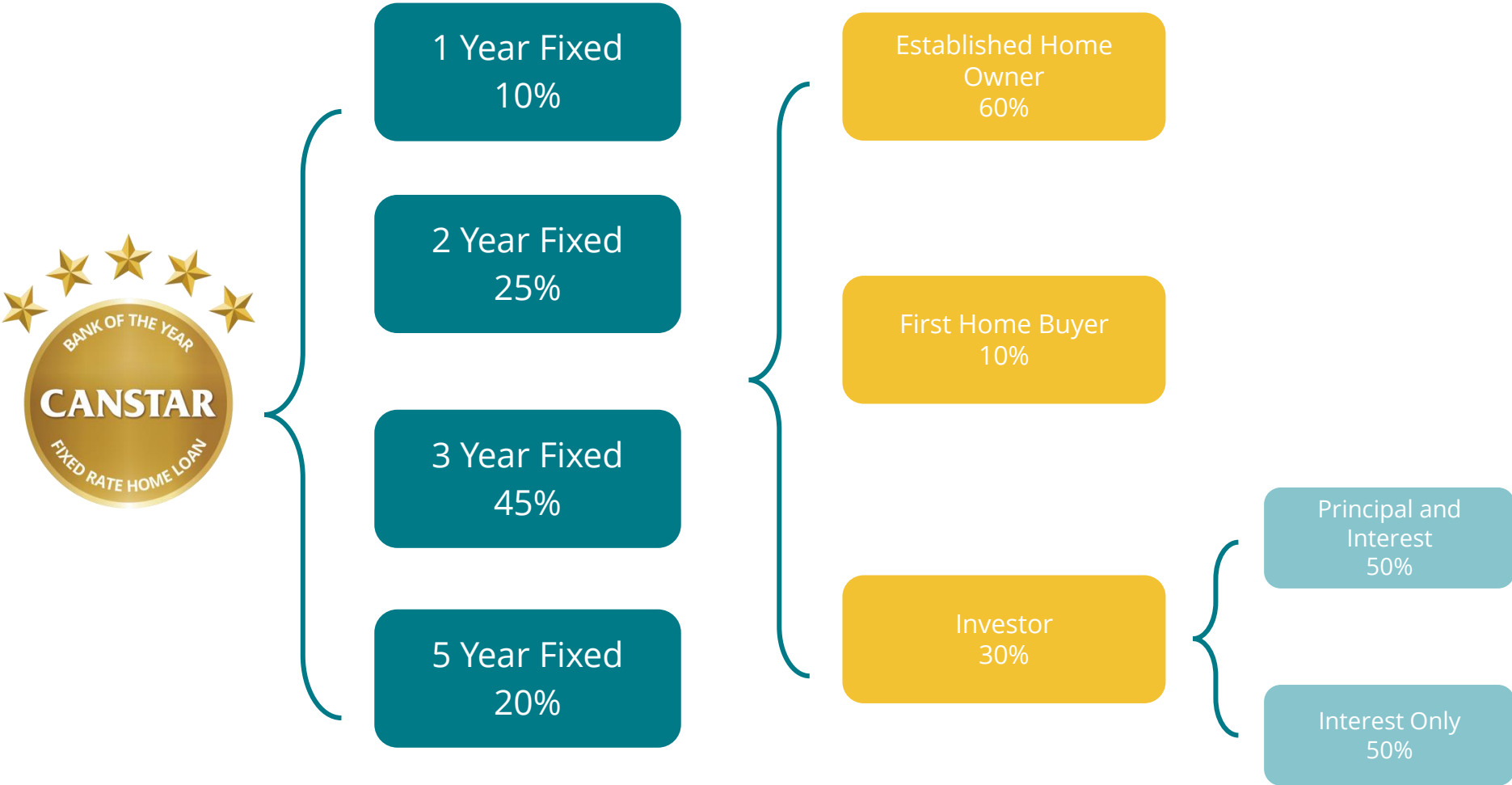
For an Institution to be eligible for a Fixed Rate Award it must offer the following:

- Fixed Rate Home Loans
- Loans must be available for 80% LVR or greater
- Loans must be available to new customers for new loans

Please refer to the Home Loans Star rating methodology for more information about how the scores are assigned: www.canstar.com.au/home-loans/



METHODOLOGY



HOW OFTEN IS THE CANSTAR *FIXED RATE HOME LOANS* AWARD CALCULATED?

All ratings are fully recalculated every twelve months based on the latest features offered by each institution. CANSTAR also monitors rate changes on an ongoing basis.

DOES CANSTAR RATE OTHER PRODUCT AREAS?

CANSTAR researches, compares and rates the suite of banking and insurance products listed below. These star ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the CANSTAR website at www.canstar.com.au if you would like to view the latest star ratings reports of interest.

- Account based pensions
- Business life insurance
- Deposit accounts
- Health insurance
- Landlord insurance
- Margin lending
- Package banking
- Reward programs
- Travel insurance
- Agribusiness
- Car insurance
- Direct life insurance
- Home & contents
- Life insurance
- Online banking
- Personal loans
- Superannuation
- Travel money cards
- Business banking
- Credit cards
- First home buyer
- Home loans
- Managed investments
- Online share trading
- Pet insurance
- Term deposits
- Youth banking



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