



Home Loans Star Ratings

February 2021

What are the Canstar Home Loans Star Ratings?

Canstar Home Loan Star Ratings use a sophisticated and unique ratings methodology that compares both Price and Features across home loan products. Canstar Star Ratings represent a shortlist of financial products, enabling consumers to narrow their search to products that have been reviewed, assessed and ranked. Canstar Home Loan Star Ratings are a transparent analysis comparing all types of home loan products.

Ratings range from five to one-star. Five-Star rated products have been assessed as being in the top 10% of products considered within the group of products being assessed.

Eligibility Requirements

To be eligible for a Star Rating, the product must have been available in the market for six months and Price and Feature information required to complete the review must be made available to Canstar. In the event the required information is not available to Canstar to complete its review, the product will be noted as 'Not Rated'.

Star Ratings Profiles

Canstar Home Loan Star Ratings are the underlying star ratings used in the Canstar Home Loan Awards calculations. The individual profile Star Ratings analyse performance of home loans based on different loan amounts, product types and consumer profiles.

Canstar recognises that consumers have different needs and wants when it comes to Home Loans. Hence the Canstar Home Loans Star Ratings methodology has been designed to reflect a range of loan amounts and product types so consumers are able to identify a shortlist of products that are more suited to their needs.

Borrower profiles that are assessed in the Star Rating are as follows:

| Profile | Product Type |
|----------------|---|
| Owner Occupier | An individual who is either refinancing an existing property, purchasing a new property or constructing a new property. |
| Investor | An individual who is either refinancing an existing investment property or purchasing an investment property. |

| Profile | Product Type | Loan Amount |
|--|---------------|-------------|
| Owner Occupier Investor Line of Credit | Variable Rate | \$200,000 |
| | 1 Year Fixed | \$350,000 |
| | 2 Year Fixed | \$500,000 |
| | 3 Year Fixed | \$750,000 |
| | 4 Year Fixed | \$750,000 |
| | 5 Year Fixed | |

Products specific to certain groups or with restrictions on eligibility are not included in the ratings. Home loans that do not conform to the price scenario are also not included to ensure like-for-like comparison.

Loan to Value Ratio

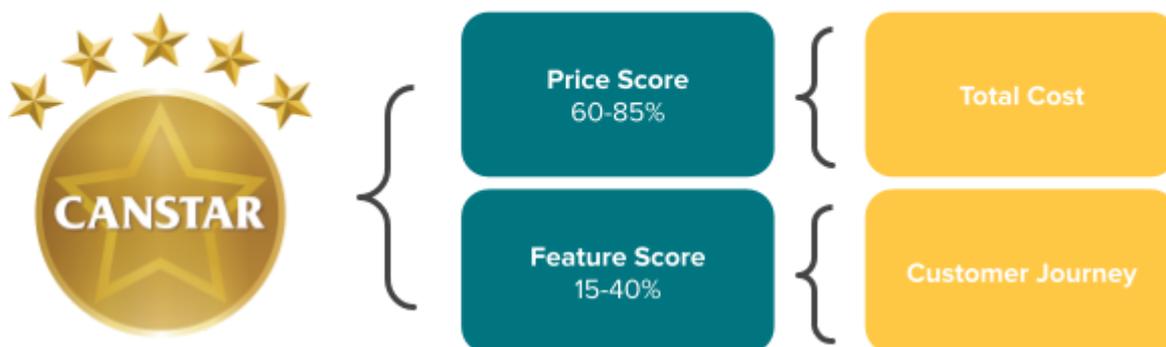
Canstar assesses all individual profiles (and the products included) for Star Rating purposes at a loan to value ratio (LVR) of 80%. A home loan purchased at an LVR greater than 80% may incur additional costs. These additional costs could include a higher interest rate and/or lenders mortgage insurance.

How are the Star Ratings calculated?

Each home loan reviewed for the Canstar Home Loan Star Ratings Report is awarded points for its comparative Price and for the array of Features attached to the product. Points are aggregated to achieve a Price score and a Feature score.

To arrive at the total score, Canstar applies a weight against the Price and Feature scores. This weight will vary from profile to profile and will reflect the relative significance of either price or features. This method can be summarised as

$$\text{Total Score} = \text{Price Score} + \text{Feature Score}$$



The weights for the borrowing profiles are as follows:

| Profile | Variable Rate | | Fixed Rate | |
|----------------|---------------|----------------|--------------|----------------|
| | Price Weight | Feature Weight | Price Weight | Feature Weight |
| Owner Occupier | 80% | 20% | 85% | 15% |
| Investor | 80% | 20% | 85% | 15% |
| Line of Credit | 60% | 40% | - | - |

. Residential and Investor Profiles are broken out into two payment options types – Interest Only (IO) and Principal and Interest (P&I) across all product types and loan amounts

. Line of Credit only considers variable rates and different loan amounts

Price Score

Variable Rate Total Cost Scenario

Canstar accounts for both current and historical interest rate in the calculation of the Price component of each product's overall score. Total cost will be determined by the size of the loan amount, and interest rate at the loan to value ratio (LVR) of 80% for both Owner Occupied and Investment loans. For principal and interest (P&I) loans the total cost calculation is based on a loan term of 30 years with total costs calculated over 10 years. For interest only (IO) loans, interest only payments are based on a 5 year interest only period for variable loans and the appropriate period for fixed rate loans.

The total cost is calculated over the observational period using the average of the rate at each observation date. The total cost is calculated by subtracting the total principal amount that has been paid down from the total payments (including fees) to give the actual cost of the loan.

Total Cost is based on the following:

- Six months' interest rate historical information
- Interest cost plus upfront, ongoing & discharge fees
- For introductory products the revert rate (interest rate to which the product reverts to after introductory period) is also considered

Fixed Rate Total Cost Scenario

Fixed Rate Total Cost Calculation accounts for both current and historical interest rate. Total cost will be determined by the size of the loan amount, and interest rate at the loan to value ratio (LVR) of 80% for both Owner Occupied and Investment loans. Total Cost Calculation will include the following:

- Six months' interest rate historical information
- Interest cost plus upfront, ongoing & discharge fees
- At least one rollover of the fixed rate
- 60 Day period where a product reverts to a variable product interest rate (revert rate)

| Product Category | Number of Rollovers | Loan Term |
|------------------|---------------------|-----------|
| 1 Year Fixed | 2 | 3 years |
| 2 Year Fixed | 1 | 4 years |
| 3 Year Fixed | 1 | 6 years |
| 4 Year Fixed | 1 | 8 Years |
| 5 Year Fixed | 1 | 10 years |

Feature Score

The Feature Score of each home loan takes into account more than 170 product features and is comprised of 6 categories which follow a customer's journey through the life of the home loan. The first stage of the journey is research, followed by application. Products are then assessed based on the day-to-day management of the product, any variations to the product that may be required and the availability of support throughout the life of the loan and the ease of having the loan discharged. Scores are then indexed against their peers and weighted according to the following table:

| | Owner Occupier Variable/Fixed | Investor Variable/Fixed | Line of Credit Variable |
|------------------------------------|----------------------------------|----------------------------|----------------------------|
| Research | 5% | 5% | 5% |
| Application | 20% | 20% | 20% |
| Purpose | 20% | 20% | 20% |
| Application Channels | 20% | 20% | 20% |
| Pre-approval | 20%/15% | 20%/15% | 20% |
| Fixed Interest | 0%/15% | 0%/15% | 0% |
| Guarantee and Deposit Requirements | 20%/15% | 20%/15% | 20% |
| Security Options | 20%/15% | 20%/15% | 20% |
| Management | 35% | 35% | 45% |
| Repayment | 20% | 20%/25% | 0% |
| Redrawing and Transactional | 40% | 40%/25% | 55% |
| Offset Account Facilities | 30% | 30%/25% | 0% |
| Line of Credit | 0% | 0% | 35% |
| Construction Loan | 5% | 5% | 0% |
| Interest Paid in Advance | 0% | 0%/15% | 0% |
| Online Self Service | 5% | 5% | 10% |
| Variation | 20% | 20% | 10% |
| Split and Switch Facilities | 34% | 34% | 0% |
| Top Up Facilities | 33% | 33% | 0% |
| Portability | 33% | 33% | 100% |
| Support | 15% | 15% | 15% |
| Discharge | 5% | 5% | 5% |

How often are products reviewed for Star Ratings purposes?

Home Loan Star Ratings are recalculated monthly based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazine, television, websites, etc.).

Does Canstar rate all products available in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth 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
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- Home & contents
- Life insurance
- Online banking
- Personal loans
- Superannuation
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- Business banking
- Credit cards
- First home buyer
- Home loans
- Managed investments
- Online share trading
- Pet insurance
- Term deposits
- Youth banking



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The ratings and awards results do not include all providers and may not compare all features relevant to you. The rating or award is only one factor to take into account when considering these products. Canstar acknowledges that past performance is not a reliable indicator of future performance.

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