



# Reverse Mortgage Product Guide

---

 13 14 88

 [info@brighten.com.au](mailto:info@brighten.com.au)

 [www.brighten.com.au](http://www.brighten.com.au)

 PO BOX H338 Australia Square NSW 1215

Effective 1 November 2025

Lender: Brighten Home Loans Pty Ltd ACN 620 839 983

Servicer: Brighten Financial Pty Ltd Australian Credit Licence 512386



## Who is Brighten

Brighten is an Australian owned and regulated non-bank lender with offices in Sydney, Melbourne, Brisbane, Hong Kong, Shanghai and Manila. We have well-established warehouse-funding arrangements with multiple Top Tier Banks, three public RMBS programmes and multiple wholesale credit funds to provide further funding diversification.



## Industry Recognition

Award-winning lender with an extensive broker and aggregator network.



## Our Values

At Brighten, we strive to be a lender that makes a positive impact on our customers, our partners, our broader communities, and our planet.



## One Loan, One Tree, One Hundred Years

As part of our commitment to combatting climate change, for every loan we settle, Brighten will support Carbon Neutral to plant a tree in the Yarra Yarra Biodiversity Corridor, to help restore biodiverse habitat for future generations. All trees planted are legally protected for 100 years – long after your home loan is paid off. *Learn more: <https://brighten.com.au/plant-a-tree/>*



## Why Choose Brighten

- **Competitive rates and product offering**
- **Application assessed on merits**
- **No LVR reduction for holiday homes**
- **Fully Assessed Pre-Approvals**
- **Deep and diversified funding, backed by Real Asset Management Group**
- **Values and prioritises broker relationships**

# Reverse Mortgage – BrightQ Life

**Home loans for people age 55 and over, with no mandatory monthly loan repayments (interest compounds). Total loan repayable when last remaining borrower ceases to reside in their owner-occupied home.**

	Reverse Mortgage	
Product Name	BrightQ Life	BrightQ Life Plus
<b>Loan Purpose</b>	Purchase, refinance, equity release (home improvements, ongoing income support, car purchase or maintenance, medical needs, travel and holidays, in home or residential aged care, gifts, etc.) of owner occupied or holiday home residential property. If the funds are being used for gifting or investment, further documentation may be required.	
<b>Min Loan Amount</b>	\$50,000	\$50,000
<b>Max Loan Amount</b> (See Rate Card for full details)	\$3,000,000	<b>Category 1 and Category 2:</b> \$5,000,000 <b>Category 3:</b> \$2,000,000 Larger than limits will be case by case <i>Locations outside of 1,2,3 will have an interest rate risk loading and LVR and loan amount is case by case</i>
<b>Cash Out</b>	If greater than \$50,000 documentary evidence i.e. home improvement quotes, car purchase agreement, etc. must be provided and, where practical, controlled disbursement will be considered.	
<b>Max LVR</b> (See Rate Card for full details)	15% at age 55 + 1% each birthday following	<b>Category 1 and Category 2:</b> 15% at age 55 + 1% each birthday following <b>Category 3:</b> Standard LVR with a scale reduction of 30% (i.e. 15% becomes 10.5%)
<b>Debt Consolidation</b>	Up to 5 unsecured debts (max. 3 credit cards, tax debts not accepted)	Unlimited number of debts including payout of tax debts
<b>Acceptable Securities<sup>1</sup></b>	<ul style="list-style-type: none"> <li>Category 1 and Category 2 postcodes. Minimum property value of \$200,000.</li> </ul>	<ul style="list-style-type: none"> <li>Category 1, Category 2, and Category 3 postcodes (Cat 3 requires a full valuation at cost). Minimum property value of \$200,000.</li> </ul>
<b>Credit History</b>	<ul style="list-style-type: none"> <li>No bankrupt or judgements on credit file.</li> <li>Defaults must be paid or unpaid of up to \$5,000 to be cleared by loan.</li> <li>Arrears accepted.</li> <li>Council/body corporate arrears accepted.</li> <li>Non-insured accepted, if insurance will be taken out.</li> <li>Any unfavourable credit history (including rates arrears or no insurance) may trigger further assessment/conditions.</li> </ul>	<ul style="list-style-type: none"> <li>No bankrupt.</li> <li>Judgements accepted if paid or up to \$10,000 unpaid if to be cleared by loan.</li> <li>Defaults must be cleared by loan.</li> <li>Any unfavourable credit history (including rates/insurance) may trigger further assessment/conditions.</li> </ul>
<b>Residency</b>	Borrowers must reside in Australia and be a citizen or permanent resident.	
<b>Interest Rate Type</b>	Variable	
<b>Partial voluntary repayment methods</b>	BPAY	

<sup>1</sup>Desktop valuations accepted for Category 1 and 2 loans up to \$1,250,000. For loan amounts greater than \$1,250,000 a full valuation is required. For long form or non-standard valuations, cost is payable at ordering. Locations in category 4 may be considered on a case-by-case basis and will likely be subject to further restrictions and conditions and an interest rate risk loading.

# Reverse Mortgage – BrightQ Life

**Home loans for people age 55 and over, with no mandatory monthly loan repayments (interest compounds). Total loan repayable when last remaining borrower ceases to reside in their owner-occupied home.**

<b>Loan drawdowns / Redraw</b>	<ul style="list-style-type: none"> <li>Funds can be drawn as one lump sum upfront or are placed in the available drawdown sub-account for future needs to draw as required. Interest is not charged for funds which are not drawn down – it is charged on the outstanding total loan balance.</li> <li>Redraw for loan repayments is also available.</li> <li>Requests are to be made online for prebooked draws of up to \$9,750 limit.</li> <li>Online self-service also allows regular loan draw up to this amount and can be setup via instalments.</li> <li>Larger draws, or ones which require a credit review, will be charged \$50 per draw (manual draw fee).</li> </ul>
<b>Split Loan</b>	Each account comprises of a loan account and an available drawdown sub-account. The sub-account is where loan repayments can be made (and available to redraw).
<b>Loan term</b>	Lifetime (repayable when property is sold or last remaining borrower ceases to reside in their owner-occupied home, which may or may not be the security).
<b>Ownership</b>	<ul style="list-style-type: none"> <li>All owners must be borrowers and aged 55 or older.</li> <li>If the applicant is part of a couple, but only one member owns the security, and they both reside in the security, both must still be applicants and will be borrowers under the loan agreement.</li> <li>It is noted that Individuals who are neither the applicant or owner (such as children) may also reside in the security – they will be required to sign an occupants declaration.</li> </ul>
<b>Advice</b>	<ul style="list-style-type: none"> <li>Independent legal advice on the loan offer once issued is mandatory for all applications.</li> <li>If the loan is for business or investment purposes it may be considered but will be subject to credit review and, if agreed to, documented independent financial advice (a financial planner or accountant).</li> <li>It is recommended all applicants discuss the loan application with their immediate family and any beneficiaries.</li> <li>All applicants should review their government entitlements and determine whether they will be altered by taking out this loan. In some cases, it will be a requirement that a documented interview is completed with a Services Australia Financial Information Services Officer.</li> </ul>

**NOTE:**

- Where the Credit Assessor deems appropriate the cash out may be required to be controlled / additional documentation required regardless of cash out amount.
- All cash out must be disbursed into an Australian bank account in all applicants' names.
- Applications under Power of Attorney will be accepted, subject to conditions.

## Security Types

### Acceptable security types

- Residential houses
- Townhouses
- Unit  
(**Note:** Dwelling size must be greater than 40sqm (40-<50sqm are BrightQ Life Plus), excluding balcony & car parking.)
- Apartments
- Villa

**Note:** All properties are subject to concentration risk restrictions for exposure in a postcode and/or within a development.

### Highest & Best Use Development

Where a valuation identifies a property to have the Highest and Best Use as a development site the security is acceptable under BrightQ Life Plus product.

The following restrictions apply:

- Applicant/s are not developers or builders (this is not intended to capture tradespeople who work on development / building sites);
- No existing Development Application (DA) on security;
- Where improvement value is between 5% and 10% of the total security value the maximum LVR will be a scale down of 50% (i.e. 15% becomes 7.5%);
- Where improvement value is less than 5% of the total security value the property is unacceptable.

### Acceptable Title types

Torrens, Strata, Community and Old Systems Title are acceptable. Crown Leases (including A.C.T Leases) also fall within our guidelines.

### Unacceptable security types

- Income producing rural properties
- Cladding: Units/apartments located within a building/development with non-compliant/non-conforming external cladding, or where compliance cannot be confirmed.
- Rural properties which are not suitable for residential use.
- Properties designed, zoned or used for commercial purposes (excluding residential home units in a commercially zoned development).
- Englobo Land.
- Properties that don't have a legal street address (e.g. a "land locked" property).
- Land / Improvements contaminated.
- Construction, development or partially completed dwellings.
- Boarding house / hostel.
- Bed and breakfast.
- Holiday resorts and time share arrangements.
- University campus style accommodation.
- Apartment / Flats with shared toilet facilities.
- Units or townhouse developments that have not been strata titled.
- Owner builder, temporary or mobile homes.
- Dilapidated, poorly maintained or in need of major repairs (subject to the extent, cost and nature of the repairs).

### **Unacceptable security types (continued)**

- Residential improvement value less than 10% of the value of the property.
- Flood affected properties less than 1:100.
- Properties not connected to normal town services such as water, electricity and sewerage (unless where it is standard for the area and the Valuer can confirm marketability via 0-6 months selling period & suitable comparable sales).
- Unique or specialised properties that have restricted usage or appeal.
- Studio, bed-sitter, serviced apartments, dual key apartments or those securities subject to any type of management agreement.
- Properties with an extended selling period of greater than 6 months.
- Strata title home units < 40sqm.
- Rural Residential properties greater than 10 hectares (25 acres) noting properties > 10 hectares are more likely to be used to produce income from farm produce and to be subjected to the Farm Debt Mediation Act.
- Properties with "Lease of Life, Life Tenancy" type covenants on title.
- Subject to the Western Lands Act.
- Unit developments, or houses where the development is held on one title and the number of dwellings exceeds 2 units or dwellings.
- Units in a strata hotel/motel.
- Properties within a retirement village / nursing home / aged care unit unless it is Seniors SEPP Torrens or Strata Title owned solely by the applicant(s) and there are no other caveats or covenants listed regarding sale or ownership other than age/ability- Seniors SEPP will be considered under BrightQ Life Plus reverse mortgages.
- Current exhibition / display homes can be considered provided the display home is outside of a large 'Display Home' complex, the zoning allows for permanent residential use and is being used as an owner occupied property or holiday home or will be used as such following a purchase.

### **Aggregation of loans**

Facilities that involve related parties must be aggregated as a single group for application assessment purposes.

### **Tax Debt Consolidation**

Refinance of Taxation debts will be considered under the BrightQ Life Plus product.

An acceptable reason must be provided for why the taxation debt occurred, and the Credit Assessor must be satisfied that the taxation liability will not reoccur once consolidated.

## **Credit Reports**

### **Australian Credit Reports**

It is mandatory to do an Australian 'Individual Consumer and/or Commercial' enquiry with the credit history report provider, Equifax, for all loan applications. These reports must be reviewed to ascertain if the applicant has potential undisclosed liabilities or an adverse credit history.

### **Overseas Credit Reports**

Each applicant and guarantor is required to provide a copy of their Credit Report, less than 90 days old as of the Formal Approval date, from their country of residence.

Applicants with discharged Bankruptcy and Part IX/X Arrangements are acceptable only when the arrangement has been discharged for over two years.

## Post-Settlement Variations

### Additional Advances

- Minimum of \$10,000.
- Receipt of an updated Loan Application Form (signed and dated by all parties).
- Receipt of current Equifax Credit Report (Individual Consumer / Commercial) for each borrower.
- Loan amount cannot exceed maximum LVR product parameters.
- Receipt of a new valuation report is required. The report must be no more than 3 months old for electronic or desktop valuations, and if the offering requires a full valuation report, a new one will be required. The report must be no more than 6 months old if a full report required.
- All borrowers must consent in writing to the further advance.
- BrightQ "Cash Out Policy" applies to all additional advances.

### Partial Discharge of Security

Any request for a partial discharge of security must be submitted to BrightQ in writing (including being signed by all borrowers) and will be subject to a formal credit submission in accordance with the policies that apply for new money applications including supporting information.

Partial discharges of security will be permitted if BrightQ is satisfied that the remaining securities are adequate relative to the facilities outstanding i.e. remaining facilities are within standard product parameters. As it is an alteration to the security, a full valuation report will be required.

### Substitution of Security

Any request to substitute a mortgaged property security for another real estate mortgage must be submitted to BrightQ in writing (including being signed by all borrowers) and will be subject to a formal credit submission in accordance with the policies that apply for new money applications.

A substitution may entail the release of any of the security properties to a loan and the replacement with new security(s).

The new security(s) must fully comply with current underwriting policies (i.e. type, zoning, population density etc.).

A formal panel valuation is required for all new property security(s) and must satisfy all valuation liquidity risk parameters (i.e. location, comparable sales, environmental etc.). Valuation type will be subject to criteria at the time of application.

### Release of a Borrower

BrightQ will consider such requests if the borrower has ceased to reside in the home and is no longer on Title (or the Title will be updated as part of the release variation) has been established with the remaining borrower to the loan.

### Product Conversions

At times, borrowers may seek to switch home loan products, such as moving from a BrightQ Life Plus to a BrightQ Life Reverse Mortgage loan, in order to transition to a more suitable loan and potentially achieve a more favorable interest rate.

BrightQ will consider product conversions on the basis the conversion must satisfy the policy guidelines of the new product including employment, residency requirements etc.

The conversion must satisfy the policy guidelines of the new product including employment, residency requirements etc.

## Who Do I Contact?

What	Who	How
<b>Scenario enquiry</b>	<b>Brighten Broker Support Team</b> Please email your scenario details for initial review of suitability.	<a href="mailto:sales.support@brighten.com.au">sales.support@brighten.com.au</a>
<b>Application submission</b>	<b>Brighten Processing Team</b> Brighten's processing team perform a number of tasks during the application process. You may receive emails from them when further information is requested.	<a href="mailto:application@brighten.com.au">application@brighten.com.au</a>
<b>Escalations</b>	<b>Brighten Credit Team</b> Please contact your BDM for genuine escalations.	Contact your BDM P: 13 14 88
<b>Settlement</b>	<b>Brighten Settlement Team</b> After loan approval, the settlement team at Brighten will liaise with our panel solicitors and yourselves during the settlement process.	<a href="mailto:settlement@brighten.com.au">settlement@brighten.com.au</a> P: 13 14 88
<b>Drawdowns following settlement</b>	<b>Brighten Settlement Team</b>	<a href="mailto:progresspayments@brighten.com.au">progresspayments@brighten.com.au</a> P: 13 14 88
<b>Variations / Post settlement</b>	<b>Brighten Client Services Team</b>	<a href="mailto:clientservices@brighten.com.au">clientservices@brighten.com.au</a> P: 13 14 88

## Important Information

This product guide is correct as at the time of printing but is subject to change without notice and is intended as a guide to mortgage brokers and other financial advisors, it must not be distributed without BrightQ's written permission and not provided to borrowers.

## Source of Business

All introducers must disclose the source of any business they introduce, to assist BrightQ manage its compliance responsibilities. BrightQ reserves the right to reject an application from any source at its sole discretion.

## Borrower Interviews

Accredited mortgage brokers are required to meet the BrightQ applicant face to face, or via video or phone to provide credit advice. Independent legal advice must be completed face to face or via video on the loan agreement and relevant documentation by a solicitor of applicant choice. The broker must ensure they comply with their obligations under Know Your Customer (KYC) and Anti Money Laundering (AML) requirements. Evidence must be recorded confirming how these obligations have been met and identification documents provided with each application in accordance with our lending program.

When preparing for the customer interview particular attention should be given to:

- How will I evidence my obligations under the KYC/AML requirements?
- What language will the interview be conducted in?
- How will the borrower meet their Verification of Identity (VOI) requirements when signing the mortgage documents?
- How will the borrower meet the requirement to have an active Australian bank account in their name(s) solely before loan settlement?
- How will documents be translated?
- Is there sufficient funds held in Australia to complete the transaction?

All Applicant(s) are considered to be vulnerable if there is a potential language differences and must be offered the service of an interpreter if the interview has not been conducted in their native language or do not understand English.

The person conducting the interview must confirm in writing at the time they lodge the application that:

- The loan interview was conducted in the applicant's native language and that both the person conducting the interview and the borrower were both fluent in the applicant's native language or
- The loan interview was conducted in English and that both the person conducting the interview and the borrower were both fluent in English or
- The loan interview was conducted in English and that a translator was present to assist in the interview and in this case an interpreter's certificate must be provided.

As a minimum we will require a copy of the applicant's passport or driver's licence and a rates notice. Another form of photo ID may be accepted (National identity card) or a combination of non-photographic evidence.