



Broker Deal Selection and Submission Guide

Deal Selection & Submission Guide



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BROKER DEAL SELECTION & SUBMISSION GUIDE

Can PRIME+Q do it? → Price it → Confirm servicing → Collect → Package → Send → Track

POSITIONING

PRIME+Q is positioned as your non-bank alternative for PRIME Full Doc lending - a practical first-look option for mainstream and near-mainstream borrowers who need competitive pricing, stronger structuring flexibility or a non-bank execution path.

This guide converts the PRIME+Q Rate Cards, Product Guide and Broker Process Guide into one broker workflow. Use it to identify fit, choose Premium or Optimax, build an indicative quote, collect the right evidence, assemble “The Backpack”, submit it correctly and understand what happens next.

Audience	Accredited PRIME+Q brokers
Effective	1 September 2026
Version	1.1 - Broker Guide
Pricing basis	Current rate cards effective 1 September 2026 - always re-check live cards before quoting

BROKER USE ONLY. This guide is not a credit approval, pricing authority, consumer advertisement or substitute for the current Rate Card, serviceability calculator, valuation/security assessment, applicable law or formal credit approval.

[START HERE](#)

The PRIME+Q broker journey

The objective is simple: a broker should be able to move from scenario to Credit without Mortgage Street reconstructing the file. The workflow below is the operating spine of this guide.

1	Can PRIME+Q do it? Identify the transaction, security, postcode, borrower structure and Full Doc income profile. Select the product family that actually matches the deal.
2	Which rate applies? Choose Premium or Optimax, match LVR and loan-size band, then apply only the published investor / Interest Only / property loadings and the applicable Risk Fee or LMI.
3	Does it service? Complete the Backpack with verified inputs. Mortgage Street reviews and confirms servicing before the file is formally submitted to Credit and before the relevant application fee / final application requirements are requested.
4	What do I collect? Collect mandatory application documents plus transaction-, income-, entity- and security-specific evidence. Keep payslips, bank/transaction statements and debt statements current within 30 days.
5	Have I packaged it properly? One application = one Backpack = one cohesive submission. Make the purpose, structure, income, liabilities, credit profile and evidence trail obvious.
6	Where do I send it? Email the completed Backpack to PrimeQ@mortgagestreet.com.au using the standard subject line. If the total attachment package exceeds the 25 MB operational email threshold, use the controlled OneDrive exception in Section 6 instead of splitting the file across emails.
7	What happens next? Support validates the file, confirms servicing/viability, requests the fee / outstanding items, completes QA and sends to Credit. EMMS is the live status channel through assessment and settlement.
	THE FOUR NON-NEGOTIABLES One application, one pack, one email. Evidence current within 30 days. Broker email and mobile visible inside the pack. Use the OneDrive exception only where the package exceeds the 25 MB email threshold. EMMS is the live status channel.

Source basis: PRIME+Q Broker Process Guide v1.0, operating model and broker journey; Comprehensive Product Guide, product-first workflow.

PRODUCT / CREDIT MATRIX

1. Can PRIME+Q do it?

Start with the transaction - not the rate. Select the product family first, then determine whether the borrower belongs in Premium or Optimax. Headline LVRs are not universal: postcode, security and loan-size caps can reduce the maximum.

Product family	Best suited transactions	Headline limits	Broker first checks
Residential	Owner occupied or investment purchase/refinance; eligible cash out and debt consolidation. Natural person, company or trust.	Premium up to 95% LVR*; Optimax up to 85%. Published bands to \$5m Premium / \$3m Optimax.	Postcode category; exact LVR and loan band; OO vs investor; P&I or approved IO term reverting to P&I; income/tier; security. *LMI above 90%-95%.
Vacant Land	Dedicated Full Doc land pathway - registered land and separate no-services treatment.	Up to 75% LVR; up to \$1.5m by eligible location; Category 3 \$500k cap.	Registration status; services connected; Category 1/2/3; P&I or IO up to 5 years reverting to P&I; investment/IO loadings; unregistered-land fee.
Expat	Eligible Australian citizens / Permanent Visa holders living/working overseas, or eligible Australian residents earning foreign-currency income.	\$50k-\$5m; max 80% LVR.	Accepted country; citizenship/visa; foreign currency; PAYG vs self-employed evidence; Australian security; postcode; P&I or eligible IO term reverting to P&I.
Construction	New dwelling, knock-down rebuild or major renovation; maximum 2 dwellings on one title.	Premium up to 95%*; Optimax up to 85%; residential loan-size bands.	Completed-value position; fixed-price contract; plans/approvals; builder; funds to complete; cost overrun buffer; location; IO during construction then P&I under the operating treatment in this guide. *LMI above 90%-95%.
SMSF - Residential Refinance	Existing SMSF residential investment debt - refinance only. No new residential acquisition LRBA pathway.	Up to 80%; Premium 80% pricing point capped at \$1m.	Original LRBA / borrowing-arrangement date; transition eligibility; compliant bare trust/property trustee; fund servicing; P&I or IO up to 5 years reverting to P&I.
Commercial	Commercial property purchase/refinance. Natural person, company or trust; verified business, trust, rent and investment income.	\$50k-\$3m; up to 80% subject to loan band/location.	Security use and marketability; postcode; loan band; commercial income evidence; P&I or IO up to 5 years reverting to P&I; valuation (full valuation above 60% LVR under current overlay).
SMSF - Commercial	Commercial business-real-property purchase or eligible refinance through compliant LRBA.	Up to 80%; Premium 80% pricing point capped at \$1m.	Business-real-property use test for new post-10 Aug 2026 LRBA; SMSF/bare trust structure; lease/occupancy; fund servicing; P&I or IO up to 5 years reverting to P&I.

Source basis: Comprehensive Product Guide sections 01, 04-10 and 19; Residential and Commercial Rate & Product Guides effective 1 September 2026.

TIER SELECTOR

Premium or Optimax?

Decision point	Premium	Optimax
Positioning	Clean-credit, mainstream or near-mainstream Full Doc.	Flexible Full Doc pathway for broader credit conduct or borrower circumstances.
Minimum Credit Index	660	460
PAYG	Last 2 payslips under standard overlay.	Last 2 payslips under standard overlay.
Self-employed	Generally 2+ years; 2 recent personal returns + business/entity returns where applicable + 2 NOAs.	Generally >1 year and <2 years; latest return + NOA; BAS may be required.
Bankruptcy	Discharged >2 years.	Discharged 12-24 months.
Mortgage arrears / RHI	Clean conduct expected for standard selection.	Standard comparison allows 1 month and/or late RHI only, subject to product-specific criteria.
Residential max LVR	Up to 95% (LMI above 90%).	Up to 85%.
Commercial max LVR	Up to 80%.	Up to 80%.
Age overlay	20-60 years.	18-65 years.

FAST TIER RULE

Use Premium where the borrower is genuinely prime/clean and fits the standard Full Doc evidence profile. Move to Optimax when the published borrower history, self-employed tenure or credit conduct requires the more flexible pathway. The Credit Index is a starting cue - not a substitute for full credit assessment.

SCENARIO TO QUOTE

2. How to select the right rate

The rate is the end of the selection process, not the beginning. Work in the sequence below so the quote matches the security, borrower and loan band.

1	1. Security + postcode Confirm the product family, exact property/security type and the current postcode category. Location can reduce both maximum loan amount and maximum LVR.
2	2. Income / documentation Confirm Full Doc evidence: PAYG, contractor, self-employed, foreign income, trust/business income or SMSF fund income. Use the conservative evidence path when more than one treatment may apply.
3	3. Premium vs Optimax Apply the Credit Index, conduct, insolvency history and self-employed tenure overlay. Do not select Optimax simply because the rate table exists; select the tier the borrower actually fits.
4	4. LVR + loan-size band Match the proposed loan to the exact LVR row and size band. A \$3.1m Premium loan is not priced from the <=\$3m column.
5	5. Base rate + loadings Select the base P&I rate, then add only the published investor / IO / property-specific loading. Where IO is selected, state the approved IO period and the subsequent reversion to P&I.
6	6. Risk Fee / LMI + fees Apply the published Risk Fee or LMI treatment and quote the relevant application / establishment / annual / legal / settlement / construction fees. Re-check the live Rate Card before presenting.

Published rate-loading quick reference

Product	Loading 1	Loading 2	Loading 3
Residential	Investor +0.20%	IO up to 5 years +0.20%	Eligible Prime investor <=80% LVR: IO up to 10 years +0.25%
Vacant Land	Investment +0.50%	IO up to 5 years +0.15%	No services connected +0.50%
Expat	Investor +0.15%	IO up to 5 years +0.15%	Eligible investor <=80% LVR: IO up to 10 years +0.20%
Construction	Investor +0.20%	IO up to 5 years +0.20%	Eligible investor <=80% LVR: IO up to 10 years +0.25%
SMSF Residential	-	IO up to 5 years +0.35%	-
Commercial	-	IO up to 5 years +0.35%	-
SMSF Commercial	-	IO up to 5 years +0.35%	-

REPAYMENT STRUCTURE RULE

A PRIME+Q repayment structure is either Principal & Interest (P&I), or Interest Only (IO) for the approved published period followed by a reversion to P&I for the balance of the contracted loan term. Do not describe IO as a permanent repayment basis. For the construction scenario in this guide, IO is limited to the assumed 12-month construction period, then reverts to P&I.

Repayment structure quick reference

Product	P&I option	IO option	What happens after IO
Residential	P&I from settlement	IO up to 5 years; eligible Prime investor <=80% LVR may use IO up to 10 years	Reverts to P&I for the remaining contracted term.
Vacant Land	P&I from settlement	IO up to 5 years	Reverts to P&I for the remaining contracted term.
Expat	P&I from settlement	IO up to 5 years; eligible investor <=80% LVR may use IO up to 10 years	Reverts to P&I for the remaining contracted term.
Construction	P&I after construction	Operating treatment in this guide: IO only during the construction period; worked example assumes 12 months	Reverts to P&I once construction ends for the remaining contracted term.
SMSF Residential	P&I from settlement	IO up to 5 years	Reverts to P&I for the remaining contracted term.
Commercial	P&I from settlement	IO up to 5 years	Reverts to P&I for the remaining contracted term.
SMSF Commercial	P&I from settlement	IO up to 5 years	Reverts to P&I for the remaining contracted term.

PROMOTION CONTROL - The launch application-fee cashback applies only to eligible new Residential Premium / Optimax applications under the approved terms. It excludes Commercial, SMSF, Construction, Vacant Land and Expat. Confirm eligibility before representing a refund.

Source basis: Comprehensive Product Guide section 03 and section 21; PRIME+Q Cashback Offer effective September 2026.

ILLUSTRATIVE BROKER CASES

Worked rate-selection scenarios - Residential

All scenarios below use the published rate positions effective 1 September 2026 and are illustrative only. Always confirm the live Rate Card, postcode category, security eligibility, Risk Fee/LMI and fee treatment before quoting.

SCENARIO 1 | Residential Premium - clean PAYG owner-occupied purchase at 95% LVR

Transaction	Owner-occupied purchase; standard residential dwelling.
Postcode / security	Category 1 Metro is required for the requested 95% LVR in this example; eligible standard residential security.
Income	Two PAYG applicants; stable verified base salary; 2 current payslips each.
Credit / tier	Clean conduct; Credit Index 780 (illustrative) -> Premium is the natural starting tier.
Loan / LVR	Property \$1,000,000; loan \$950,000; 95% LVR. Premium 95% loan-size band is capped at \$1.5m and is subject to LMI.
Repayment	P&I from settlement for the contracted term.
Indicative rate build	Premium <=\$3m table, <=95% with LMI base rate 7.19% + no investor/IO loading = 7.19% indicative.
Fees / risk fee	LMI applies at >90% to 95% LVR instead of a PRIME+Q Risk Fee. Standard Premium application fee \$399; annual fee \$0; optional Premium offset facility \$395 p.a. if selected; valuation at cost; settlement from \$500; legal from \$395.
Why this pathway	Clean prime Full Doc profile. The requested 95% LVR is only inside the published location matrix when the security is Category 1 Metro and all LMI/security requirements are satisfied.
Control note	Eligible Residential Premium applications may qualify for the approved launch fee-refund promotion if all promotion conditions are met.

Scenario 1 postcode sensitivity - same \$1,000,000 property

Location category	Published max LVR	Max loan on \$1m value	Indicative Premium OO P&I rate	Risk treatment	Broker implication
Category 1 - Metro	95%	\$950,000	7.19%	LMI	Only category in the published matrix supporting the full 95% request in this example.
Category 1 - Non-Metro	90%	\$900,000	7.75%	1.50% Risk Fee	A 95% request does not fit; reduce to the 90% published location maximum.
Category 2	80%	\$800,000	6.49%	0.00% Risk Fee	A 95% request does not fit; Category 2 is capped at 80% LVR.
Category 3	75%	\$750,000	6.39%	0.00% Risk Fee	A 95% request does not fit; Category 3 is capped at 75% LVR.
Unlisted	60%	\$600,000	6.34%	0.00% Risk Fee	A 95% request does not fit; unlisted locations are capped at 60% LVR.

Postcode sensitivity assumes the same \$1,000,000 property value and a Premium <=\$3m pricing column. The lower of the postcode cap, product LVR cap and loan-size band always controls.

SCENARIO 2 | Residential Optimax - self-employed investment refinance

Transaction	Investment refinance with no new purchase.
Postcode / security	Category 1 Metro; eligible residential investment security.
Income	Applicant self-employed for 18 months; latest personal/business return + latest NOA; BAS if required.
Credit / tier	Credit Index 610 (illustrative); 18-month self-employed history -> Optimax is the relevant published tenure pathway.
Loan / LVR	Loan \$1,200,000; value \$1,600,000; 75% LVR; Optimax <=\$2m band.
Repayment	Investment P&I for the contracted term.
Indicative rate build	Optimax <=\$2m, <=75% LVR base 7.43% + investor 0.20% = 7.63% indicative.
Fees / risk fee	Risk Fee 0.50% at this band. Standard Optimax application fee \$1,295; annual fee \$395; settlement from \$500; legal from \$395; valuation at cost.
Why this pathway	Optimax fits the 1-2 year self-employed overlay; income should be assessed on verified maintainable earnings and any trend conservatively.
Control note	This scenario remains P&I. If a different eligible Residential investment scenario used IO, the approved IO period would be stated and the loan would then revert to P&I for the balance of the term.

Source basis: Residential rate table, Risk Fee table and Premium/Optimax overlays in current Residential Rate & Product Guide; Comprehensive Product Guide sections 02-04, 15 and 21.

ILLUSTRATIVE BROKER CASES

Worked rate-selection scenarios - Land & Expat

SCENARIO 3 | Vacant Land Premium - registered serviced land

Transaction	Vacant land purchase intended for future owner-occupied construction.
Postcode / security	Category 2; registered land; services connected.
Income	PAYG borrower; stable verified income; 2 current payslips.
Credit / tier	Clean credit; Credit Index 720 (illustrative) -> Premium.
Loan / LVR	Land value \$1,000,000; loan \$700,000; 70% LVR. Category 2 max is \$1.5m / 70% LVR.
Repayment	Owner-occupied vacant land: IO for 5 years, then reverts to P&I for the balance of the contracted term.
Indicative rate build	Vacant Land Premium $\leq 70\%$ LVR base rate 7.85% + IO up to 5 years 0.15% = 8.00% indicative. No investment or no-services loading applies.
Fees / risk fee	Registered-land Risk Fee 0.75%. Standard Premium application fee \$399; valuation at cost; settlement from \$500; legal from \$395.
Why this pathway	Premium clean-credit Full Doc borrower; registered serviced land; loan and LVR sit inside Category 2 controls.
Control note	If the land were unregistered, a \$1,750 non-refundable application fee applies. If no services are connected, use the published no-services loading and Risk Fee matrix.

SCENARIO 4 | Expat Premium - Australian citizen earning Singapore PAYG income

Transaction	Australian residential investment purchase.
Postcode / security	Category 1 Metro Australian residential security.
Income	Australian citizen working in Singapore; overseas PAYG income. Use verified net overseas income converted to AUD under the Expat Full Doc treatment.
Credit / tier	Clean credit; Credit Index 760 (illustrative) -> Premium.
Loan / LVR	Property \$2,000,000; loan \$1,400,000; 70% LVR; Premium $\leq \$3m$ band.
Repayment	Investment IO for 10 years (eligible investor $\leq 80\%$ LVR), then reverts to P&I for the balance of the contracted term.
Indicative rate build	Expat Premium $\leq \\$3m$, $\leq 70\%$ LVR base 7.09% + investor 0.15% + eligible 10-year IO loading 0.20% = 7.44% indicative.
Fees / risk fee	Risk Fee 0.75%. Standard Premium application fee \$399; annual fee \$0; valuation at cost; settlement from \$500; legal from \$395.
Why this pathway	Eligible country and citizenship profile; clean Full Doc credit profile; loan is within Cat 1 Metro and $\leq \$3m$ rate band.
Control note	Singapore is on the published accepted-country list. This example assumes the 10-year IO option is approved for an eligible investor loan at $\leq 80\%$ LVR; after 10 years repayments revert to P&I.

Source basis: Vacant Land and Expat rate/risk-fee tables; Comprehensive Product Guide sections 05-06 and 21; Broker FAQs - Expat income treatment.

ILLUSTRATIVE BROKER CASES

Worked rate-selection scenarios - Construction & SMSF Residential

SCENARIO 5 | Construction Optimax - 18-month self-employed borrower

Transaction	Owner-occupied knock-down rebuild / new dwelling construction.
Postcode / security	Eligible residential location assumed; confirm current postcode/security control before quoting.
Income	Self-employed for 18 months; latest return + NOA; BAS where required -> Optimax tenure pathway.
Credit / tier	Credit Index 650 (illustrative); no material adverse conduct, but tenure drives Optimax.
Loan / LVR	Completed value \$1,800,000; loan \$1,440,000; 80% LVR; Optimax <=\$2m band.
Repayment	Assume a 12-month construction period: IO during construction for 1 year, then reverts to P&I after construction for the remaining contracted term.
Indicative rate build	Construction Optimax <=\$2m, <=80% LVR base 8.70% + published IO loading 0.20% = 8.90% indicative during the assumed 12-month construction IO period.
Fees / risk fee	Risk Fee 0.50%. Standard Optimax application fee \$1,295; annual fee \$395; construction administration from \$1,500 + progress inspection fees; settlement from \$500; legal from \$395.
Why this pathway	Construction product fits the works; Optimax fits the 1-2 year self-employed profile. Credit still requires maintainable income, completed-value valuation and construction controls.
Control note	For this guide, construction IO is limited to the construction period. The example assumes 12 months IO, then P&I. Pack the signed building contract, plans/specifications, required approvals, builder details, funds to complete and total-project / cost-overrun position.

SCENARIO 6 | SMSF Residential Premium - qualifying refinance

Transaction	Refinance of existing SMSF residential investment debt only.
Legal / structure	Existing LRBA entered before 10 August 2026 (illustrative); compliant property trustee / bare trust; legal transition must be evidenced.
Income	Fund cash flow, shaded rental income and acceptable member contribution capacity.
Credit / tier	Clean relevant parties; Premium selected, subject to full trustee/member/guarantor assessment.
Loan / LVR	Property \$1,000,000; loan \$750,000; 75% LVR.
Repayment	IO for 2 years, then reverts to P&I for the balance of the contracted term.
Indicative rate build	SMSF Residential Premium <=75% LVR base rate 7.41% + IO loading 0.35% = 7.76% indicative for the selected 2-year IO period.
Fees / risk fee	Risk Fee 0.00%. SMSF Premium application fee \$1,225; annual fee \$395; settlement from \$975; legal from \$975; valuation at cost.
Why this pathway	Product is refinance-only and relies on a legally eligible existing/transitioned LRBA. Premium has a 0.00% Risk Fee through the published table.
Control note	No new SMSF residential purchase pathway. Do not assume an existing SMSF property automatically satisfies the post-10 August 2026 LRBA transition.

Source basis: Construction and SMSF Residential tables in Comprehensive Product Guide sections 07-08; current Residential Rate & Product Guide; fee schedule section 21.

ILLUSTRATIVE BROKER CASES

Worked rate-selection scenarios - Commercial & SMSF Commercial

SCENARIO 7 | Commercial Premium - company purchase of warehouse

Transaction	Commercial purchase by Australian company; warehouse security.
Postcode / security	Category 2 commercial location; acceptable industrial/warehouse security.
Income	Business-principal / director-guaranteed income, verified under Full Doc commercial methodology.
Credit / tier	Self-employed >2 years; clean credit; Credit Index 740 (illustrative) -> Premium.
Loan / LVR	Purchase/valuation \$2,000,000; loan \$1,500,000; 75% LVR; Premium <=\$3m band; Cat 2 cap supports up to \$2.5m / 80%.
Repayment	P&I for the contracted term.
Indicative rate build	Commercial Premium <=75% LVR base rate 7.61%. No IO loading applies because this scenario is P&I.
Fees / risk fee	Risk Fee 0.75%. Establishment fee 0.75% (with \$995 upfront at submission and balance at settlement); annual fee \$595; settlement from \$499; legal \$1,500; valuation on quote.
Why this pathway	Clean Full Doc commercial borrower; loan/security/postcode fit the Premium matrix. Full valuation required above 60% LVR under the current overlay.
Control note	Commercial serviceability is confirmed using the approved commercial methodology/calculator and verified business, trust, rent and investment income.

SCENARIO 8 | SMSF Commercial Optimax - business-real-property purchase

Transaction	SMSF purchase of commercial property under compliant LRBA.
Legal / security	Property is verified business real property used wholly and exclusively in one or more businesses; compliant bare trust/property trustee.
Income	Fund cash flow, commercial rent/investment income and acceptable contribution capacity; all verified.
Credit / tier	Relevant parties fall within Optimax credit profile (illustrative) -> Optimax.
Loan / LVR	Property \$1,000,000; loan \$800,000; 80% LVR.
Repayment	IO for 5 years, then reverts to P&I for the balance of the contracted term.
Indicative rate build	SMSF Commercial Optimax <=80% LVR base rate 8.15% + IO up to 5 years 0.35% = 8.50% indicative for the selected 5-year IO period.
Fees / risk fee	Risk Fee 1.29%. SMSF Commercial Optimax establishment fee 0.94% (\$995 upfront, balance at settlement); annual fee \$595; settlement from \$1,495; legal \$1,500; valuation on quote.
Why this pathway	Product supports purchase/refinance, but the post-10 August 2026 business-real-property legal gate is mandatory for a new LRBA. Optimax is used for the selected credit profile.
Control note	Commercial zoning/title/valuation description alone does not establish business-real-property status. Actual use/occupancy and lease arrangements must support the legal test.

Source basis: Commercial and SMSF Commercial rate/risk-fee tables; Comprehensive Product Guide sections 09-10, 19 and 21; Commercial Rate & Product Guide effective 1 September 2026.

PRIME+Q SERVICING PROPOSITION

3. Does it service?

BROKER POSITIONING

PRIME+Q is your non-bank alternative for PRIME Full Doc loans. A useful broker shorthand is: "If a fully verified prime deal services at the bank, it should be a strong servicing candidate with us."

Important: that statement is positioning, not a servicing guarantee. PRIME+Q still applies its current calculator, verified income and liabilities, living expenses, product structure, legal/tax treatment, security and formal Credit assessment. Different lender calculators can produce different outcomes.

Our pre-credit servicing gate

1

1. Broker sends the complete Backpack

Do not rely on a rate quote alone. Provide the MyCRM/application data, verified income, liabilities, supporting evidence, SOCA, privacy and ID so the real scenario can be assessed.

2

2. Mortgage Street reviews the file

Support validates consistency, generates/reconciles Equifax information and checks the evidence trail. The full packaged file can be used to review and confirm servicing before formal Credit assessment.

3

3. Servicing / viability is confirmed

We do not want the application fee to be the mechanism for discovering that the file does not service. The servicing position is confirmed from the supplied Backpack before the file is formally progressed to Credit.

4

4. Fee / final application requirements are requested

Once the file is viable to progress, Mortgage Street requests the relevant application / establishment fee and any remaining application-form or formal items required for the transaction.

5

5. Final QA -> Credit

Once requested items and payment receipt are held, Support completes final QA, orders the required valuation and progresses the file to Credit.

WHY THE BACKPACK MATTERS

Servicing is only as reliable as the inputs. A bank servicing result is useful context, but Mortgage Street must still reconcile the actual income, liabilities, rent, living expenses, credit limits and transaction structure supplied in the Backpack.

Source basis: Broker FAQs Q85-Q89; Broker Process Guide stages 2-3, decision gate and final QA; Comprehensive Product Guide section 16.

Broker servicing pre-check - use conservative inputs

Input	Conservative broker treatment	Evidence / control
PAYG base salary / wages	Up to 100% where stable and verified.	2 current payslips; employment/salary-credit verification where requested.
Overtime	Use 100% only where regular and evidenced; otherwise refer.	Typically 12 months; essential-services treatment may differ.
Commission	Use 90% for preliminary servicing.	12-24 months depending on frequency/stability.
Bonus	Use 80% for preliminary servicing.	Generally 2 years from same employer.
Residential / commercial rent	Use 80% of gross for preliminary servicing.	Lease/rental statement, bank credits, valuation/agent evidence as applicable.
Self-employed Premium	Use verified maintainable income; conservative trend treatment.	2 recent personal returns + business/entity returns where applicable + 2 NOAs.
Self-employed Optimax	Use verified maintainable income.	Latest return + NOA; BAS where required to cover trading period.
Credit cards / store cards	Higher of declared commitment or 3.8% of approved limit unless current calculator permits exclusion.	Statements/CCR; 3 months cleared-in-full evidence where relying on exclusion.
Existing IO mortgages	Assess reverting P&I over remaining P&I term using applicable buffer.	Current loan rate/term and statements.
Living expenses	Higher of declared living expenses or applicable benchmark.	Complete household composition and living-expense declaration.

DOCUMENT CHECKLIST

4. What do I collect?

Collect the common mandatory pack first, then add the evidence specific to the borrower, transaction, entity and product family. This matrix is aligned to the current PRIME+Q Product Guide and Broker Process Guide. Where evidence periods vary, use the more conservative/longer period unless PRIME+Q confirms otherwise; legacy Mortgage Street application guides do not override the current PRIME+Q evidence rules.

Mandatory item	Control / what good looks like
Client objectives / needs	Goals, purpose, timing, ownership structure and proposed transaction documented.
MyCRM / application data	All applicants; personal details; assets; liabilities; living expenses; income; security; clear transaction summary.
Detailed SOCA	Complete, signed/issued as required and consistent with MyCRM and evidence.
PRIME+Q Privacy Declaration	Signed by all required applicants/parties.
Identification	ADVF where broker can complete verification, or CID where the approved certified-identification path is required. NexGen ID is not currently accepted.
Income evidence	Evidence supporting every income amount relied upon in servicing.
Bank / transaction statements	Current where relevant; source of funds, salary/rent credits and material transaction movement evident. Living-expense and declared-income positions should reconcile to the evidence held.
Debt / liability evidence	Current statements/evidence for all continuing and payout debts. Credit-card/store-card limits, mortgage/personal-loan repayments and payout balances must reconcile to MyCRM and the servicing position.
Transaction / security evidence	Contract, refinance evidence, build documents, lease, property or valuation information as relevant.
Broker contact details	Email and mobile visible inside the Backpack.
Evidence currency	Payslips, bank/transaction statements and debt statements current within 30 days at submission and QA.

IDENTIFICATION CONTROL

Use ADVF or CID. PRIME+Q does not currently accept NexGen ID. If the CID path is used, the required certified identification must be held before settlement under the current process.

Source basis: Broker Process Guide - Backpack standards, ID path and 30-day rule; Comprehensive Product Guide section 20.

Income evidence matrix

Income type	Minimum broker evidence / notes
PAYG	2 current payslips; employment/salary-credit verification where requested. Contract/fixed-term workers: current employment contract and continuity evidence where required.
Self-employed - Premium	2 recent personal tax returns + business/entity returns where applicable + 2 recent personal NOAs.
Self-employed - Optimax	Latest personal/business return as applicable + latest personal NOA + BAS where required to cover the trading period.
Expat self-employed	1 year personal return and applicable company/trust returns, no older than 21 months, plus corresponding personal NOA.
Residential rental	Existing: current lease/rental statement or at least 3 months regular bank credits. New purchase: valuer/rental assessment or current agent letter.
Commercial rental	Executed lease and valuation/market-rent evidence as required.
Short-stay rental	At least 12 months history via tax return and/or platform/bank evidence.
Trust distributions	Trust returns/financials; control/continuity evidence and written undertaking where relevant.
Family Allowance / Social Security	Current Centrelink/benefit statement and evidence that income is ongoing for the required period.
Child Maintenance	Formal arrangement/order/statement + payment history + remaining term/continuity evidence.
Parental leave	Return-to-work intention; employer confirmation; strategy for reduced-income period.
Worker compensation / income protection	Payment evidence and confirmation of expected duration/terms; conservative treatment.

Liability and expense evidence matrix

Liability / expense	Minimum broker evidence / reconciliation
Existing P&I mortgage	Current statement/evidence showing lender, balance, repayment, rate and remaining term where available. Reconcile to MyCRM and servicing.
Existing IO mortgage	Current statement/evidence showing IO expiry/reversion and remaining term. Servicing assesses the reverting P&I commitment over the remaining P&I term.
Credit / store card	Current statement or CCR evidence showing exact approved limit and conduct. If relying on a cleared-in-full treatment, provide 3 months evidence where the current calculator permits the exclusion.
Personal / car / other loan	Current statement/evidence showing balance, repayment and term; identify whether continuing or being paid out at settlement.
ATO / private debt	Current statement/payout evidence and exact amount to be repaid. Private-lender refinance/cash-out structure must be explained and evidenced.
Living expenses	Complete household composition and declared living expenses. Evidence should be internally consistent with bank/transaction statements and the SOCA/MyCRM narrative.
Debt being consolidated	Statement/payout evidence for every facility; post-settlement servicing must remove only debts actually being discharged/closed under the transaction.

WHAT DO I COLLECT?

Transaction-specific evidence

Transaction	Additional evidence
Residential purchase	Contract of Sale; deposit/equity / funds-to-complete evidence; security details; rental appraisal/assessment if investment; evidence supporting any cash contribution.
Residential refinance	Current refinance/mortgage statements; repayment/RHI/payout evidence as required; purpose; payout structure; security details and value/valuation information.
Cash out	Exact dollar amount and exact purpose. Provide invoices, contracts, statements or other objective evidence where requested. Avoid generic "future use" where a specific purpose is known.
Debt consolidation	Statements/payout evidence for each debt; clearly identify what is repaid at settlement; ensure post-settlement liabilities match serviceability. Include ATO/private debt evidence where applicable.
Private-lender refinance	Evidence current debt, repayment position and proposed payout/cash-out split. Cash out from private-lender refinance is capped at \$200,000 under the published position.
ATO debt	Current ATO evidence; exact balance and amount to be paid out; servicing to reflect post-settlement position.

Specialist residential product evidence

Product	Additional evidence
Vacant Land	Contract; registration status; services-connected evidence; location/postcode category; security details; valuation requirements. Unregistered land: confirm non-refundable application fee.
Expat	Citizenship/permanent visa; country and currency; overseas employment/income evidence; 2 payslips for PAYG or 1-year Full Doc self-employed evidence; Australian security and postcode.
Construction	Signed building contract; plans/specifications; council/building approvals as required; builder details; evidence of funds to complete; land position; borrower contribution; total project cost; variations/cost overrun buffer; end use; number of dwellings/title structure.
Construction valuation	Completed-value assessment and construction scope. Progress draws remain subject to inspection/administration process.

WHAT DO I COLLECT?

Entity, Commercial & SMSF evidence

Structure / product	Additional evidence / legal gate
Australian company	ASIC/ABN details; directors/shareholders; beneficial ownership; financial position; guarantees; relevant company/business financials.
Australian trust	Full trust deed; trustee details; beneficiaries/control; beneficial ownership; guarantees; trust returns/financials where income relied upon.
Commercial transaction	Purchase/refinance evidence; security use/zoning/tenancy/lease; verified business/trust/rental/investment income; relevant guarantor information; valuation information. Full valuation above 60% LVR under current overlay.
SMSF - core	SMSF deed; trustee/corporate trustee details; property trustee / bare trust; LRBA documentation; fund financial position; relevant member/trustee/director/guarantor ID and credit assessment evidence; rent and contribution evidence.
SMSF Residential refinance	Evidence original LRBA / borrowing-arrangement date and refinance history; legal/compliance confirmation that transition rules permit the refinance; no new residential purchase.
SMSF Commercial purchase	Evidence that a new post-10 Aug 2026 LRBA relates to business real property: actual use/occupancy/lease and business activity. Do not rely on zoning/title alone.
SMSF Commercial refinance	Determine whether the borrowing is a new post-commencement arrangement or qualifying refinance; retain evidence of legal basis and compliant structure.

SMSF STOP RULE

If the LRBA transition position or business-real-property use is not clear, refer the scenario before contract / unconditional commitment. Do not attempt to cure an ineligible structure after the transaction is committed.

Source basis: Comprehensive Product Guide sections 11, 18-20; current Residential and Commercial Rate & Product Guides.

THE BACKPACK QUALITY GATE

5. Have I packaged it properly?

CORE STANDARD

ONE APPLICATION = ONE BACKPACK = ONE COHESIVE SUBMISSION. The file should be understandable without Mortgage Street rebuilding the transaction from fragments.

Recommended Backpack order

Order	Pack section	What belongs here
1	Broker submission notes / cover	Applicant(s), borrower/entity, purpose, requested loan, security/value/postcode, LVR, proposed product/tier, servicing summary, key credit or structure point.
2	MyCRM export / application data	Complete personal/entity details, assets, liabilities, expenses, income and transaction summary.
3	SOCA	Detailed and consistent with application and evidence.
4	Privacy Declaration	Signed PRIME+Q privacy consent/declaration.
5	Identification	ADVF or CID plus supporting ID copies as required.
6	Income	PAYG / self-employed / rental / trust / foreign / fund evidence in a logical sequence.
7	Assets & liabilities	Bank/source-of-funds evidence; mortgage, credit card, personal loan, ATO/private debt and payout evidence.
8	Transaction & security	Contract/refinance evidence, security details, rent/lease and valuation-related information.
9	Entity / structural documents	Company, trust, SMSF, bare trust and LRBA material where relevant.
10	Specialist product documents	Construction, Expat, Commercial or SMSF-specific documents and supporting explanations.

Recommended operational convention (not a formal policy requirement): use a clear file name such as PRIMEQ_[Surname or Entity]_[Purchase-Refi-Other]_[YYYYMMDD].pdf and bookmark major sections where practical. The formal control is that the submission is cohesive and identifiable.

Pre-send quality gate

Control	
☐	Client goals, purpose and timing are documented.
☐	MyCRM is complete and internally consistent.
☐	Current Residential / Commercial Rate Card was checked immediately before the quote.
☐	Premium / Optimax tier is supported by the borrower evidence and credit profile.
☐	SOCA is included and consistent.
☐	ADVF or CID is included; no NexGen ID reliance.
☐	PRIME+Q Privacy Declaration is signed.
☐	Every servicing input has supporting evidence and liabilities / credit limits reconcile.
☐	Transaction-specific evidence is included.
☐	Payslips, bank/transaction statements and debt statements are within 30 days.
☐	Broker email and mobile are inside the pack.
☐	One cohesive package is ready: total attachments <=25 MB, or the controlled OneDrive exception is being used.
☐	Submission notes explain any non-standard feature or point requiring confirmation.

Source basis: Broker Process Guide section 12 and packaging standard; Comprehensive Product Guide section 20.

SUBMISSION INSTRUCTIONS

6. Where do I send it?

SUBMISSION INBOX

PrimeQ@mortgagestreet.com.au

Field	Required format
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Field	Required format
To	PrimeQ@mortgagestreet.com.au
Subject	PRIME+Q - [Applicant Surname(s)] - [Purchase / Refinance / Other] - New Application
Attachment - normal method	One cohesive PDF / packaged file containing MyCRM export, SOCA, ADVF or CID, signed Privacy Declaration and all supporting evidence, where total attachments are <=25 MB.
Email body	2-3 line transaction summary plus your name, email and mobile. If using the large-package exception, state the OneDrive folder/file name, total size and that access has been granted to the nominated recipient.
One file rule	One application per email/package. Do not split a large Backpack across multiple emails merely to stay under the attachment limit.
Broker support	02 8059 6500

Large-package exception - OneDrive / secure share link

25 MB OPERATIONAL EMAIL THRESHOLD

Use the normal email attachment method where the total attachment payload is 25 MB or less. If the completed Backpack exceeds 25 MB, the OneDrive / secure-share method below is the only accepted exception in this guide. Do not use a share link merely for convenience on a smaller file.

Step	Controlled method
1. Prepare the folder	Create one clearly named OneDrive / SharePoint folder for the application. Keep the Backpack as one logical package; include the cohesive PDF and any supporting file that cannot reasonably be embedded.
2. Sharing permission	Use Specific people / restricted sharing. Grant view/download access to krishank@mortgagestreet.com.au only, unless PRIME+Q Support instructs you to add another Mortgage Street recipient. Do not use Anyone with the link.
3. Send the submission email	Send the standard new-application email to PrimeQ@mortgagestreet.com.au. Paste the secure link in the body and state applicant/entity, transaction, folder/file name and total package size.
4. Keep access open	Do not close the link immediately. Leave access active until Mortgage Street confirms the package has been received and downloaded/ingested.
5. Close access after confirmation	Once receipt is confirmed, remove the sharing permission or close the share link. Retain your broker copy in accordance with your normal record-keeping obligations.
6. Failed access = not received	If Mortgage Street cannot open the link, the application has not been successfully received. Correct access promptly; do not assume that sending the email alone completed lodgement.

Technical basis for the 25 MB operational threshold: Microsoft Exchange Online has a default maximum message size of 35 MB for sending and 36 MB for receiving, but administrators can configure different limits and internet transport encoding can increase message size by approximately 33%. PRIME+Q therefore uses 25 MB of total attachments as the practical email-packaging ceiling in this guide. This is an operational control, not a representation of the Mortgage Street tenant-specific configured maximum.

BEFORE YOU SEND

If a required line in the Backpack checklist is missing, do not send early to “start the clock”. An incomplete pack starts a further-information cycle - not a clean assessment.

Source basis: Broker Process Guide section 5 and directory.

AFTER THE BACKPACK IS SENT

7. What happens next?

1	1. Receipt Mortgage Street Support acknowledges the packaged application - indicative within 24 hours.
2	2. Backpack validation Support reviews SOCA, Privacy and ID, builds the file, loads documents, generates Equifax and reconciles declarations/evidence.
3	3. Servicing confirmation / viability Using the complete packaged file, Mortgage Street reviews and confirms servicing before formal Credit submission. If the file does not support the servicing position, the broker is told what must change or what additional information is required.
4	4. Fee / outstanding item request Once viable to progress, Support requests the relevant application/establishment fee and any remaining application-form or formal items. Pay only when requested and use the Tracking Number exactly as the customer reference.
5	5. Final QA + valuation Support confirms document currency and payment receipt, orders the appropriate AVM / desktop / full valuation and progresses the file to Credit.
6	6. Credit Indicative receipt / assessment is 24-72 hours subject to prevailing SLA, queue, complexity and completeness. Outcome may be approval, approval with conditions, or a request for further information.
7	7. Conditions / resubmission Answer the exact Credit request, map every response to the request and re-check evidence currency. EMMS can be used for status and resubmission/document workflow.
8	8. Loan documents + settlement Credit instructs Settlements; Green Mortgage Lawyers prepares/handles documents; conditions are completed and settlement is booked.
9	9. Welcome / handover After settlement, the Welcome Letter provides account numbers, access instructions and Customer Service contacts. Eligible promotion refunds are processed under the approved terms.

TRACK, DO NOT CHASE

EMMS is the live status channel

PRIME+Q brokers receive live application and settlement status through EMMS using unique broker credentials. Check EMMS before requesting a status update by email. Use the shared PRIME+Q inbox for new submissions; use the relevant functional contact for an active issue or escalation.

Milestone	What the broker should expect
Submission receipt	Support acknowledgement - indicative within 24 hours.
Credit assessment	24-72 hours indicative, subject to prevailing SLA/queue and file complexity.
Credit conditions	Broker action: respond precisely; provide mapped answers and refreshed evidence if required.
Solicitor instructions / docs	Settlements + Green Mortgage Lawyers; timing subject to file readiness and third parties.
Settlement booking	Broker notified via EMMS once conditions are satisfied and booking can proceed.
Post-settlement	Welcome Letter / account handover; eligible promotion refund handled under current terms.

PAYMENT CONTROL

When an application fee is requested, use the Application Tracking Number as the customer reference and send the payment receipt to Business Support. The file does not progress to Credit until the required receipt/items are held.

The broker critical path

- Before submission: build a complete, internally consistent Backpack.
- At Support decision gate: provide the requested fee receipt and any outstanding formal items promptly.
- At Credit: answer the exact information request - do not send unrelated documents and expect Credit to infer the answer.
- Before settlement: satisfy prior-to-settlement conditions and ensure any CID-path certified ID requirements are complete.
- Throughout: maintain document currency and use EMMS for status.

Source basis: Broker Process Guide end-to-end process, timing section and EMMS directory; Broker FAQs application operations.

DURING THE APPLICATION PROCESS

Automated customer communications - broker reference catalogue

During processing, Mortgage Street CRM / workflow systems may issue automated or event-triggered messages directly to the borrower, broker, agent or nominated valuation access contact. The exact wording, sender identity and whether a message is issued can vary by trigger and live template. This catalogue is a reference so you can recognise the communication if a customer raises it with you; it is not a promise that every message will issue on every file.

BROKER AWARENESS

A customer may receive a lender/system message before you have separately called them. Check EMMS and the file status before responding. Some system logs may also show whether an email notification was sent or not sent; those log entries are not themselves customer emails.

Trigger / status	Typical subject	Typical recipient	What the message does	Broker reference
Preliminary assessment	Loan Preliminary Assessment	Borrower	Advises that a preliminary assessment has been prepared and may attach a credit guide/reference material.	Explain that preliminary assessment is not formal approval and the file remains subject to verification, valuation, servicing and Credit.
Application form generated	Application form / loan application	Borrower	Confirms the application form has been generated from information provided and asks the customer to check, sign/initial the marked pages and return the full form.	If the customer identifies an error, have it corrected in the system before relying on the returned form.
Valuation instructed	Valuation for the purchase of [property]	Borrower / access contact	Advises that a valuer is being organised and identifies the nominated access contact/details.	Confirm the contact information is correct; valuation timing remains subject to the valuer and access.
Valuation appointment confirmed	Courtesy note: valuation appointment for [property]	Borrower / access contact	Confirms inspection date/time and generally notes that no customer action is required unless the access details are wrong.	Use the message as a status reference; check EMMS for live status.
Valuation diary / appointment update	Diary note - Valuation for [property], TN: [tracking number]	Borrower / broker / access contact	Confirms that the valuation appointment has been organised and records the date/time.	Treat as an event-based progress notification, not a valuation result.
Valuation inspected	Valuation inspection completed for [property], TN: [tracking number]	Borrower	Confirms the valuer has attended and the report is awaited.	Do not imply the valuation figure or acceptability until the report is returned and reviewed.

Automated customer communications - outcome, documents & post-settlement

Trigger / status	Typical subject	Typical recipient	What the message does	Broker reference
Valuation returned - satisfactory	Valuation returned for your purchase of [property] / TN: [tracking number]	Borrower	May advise that the property is a satisfactory security and compare the returned valuation with the estimate/purchase position.	Confirm the actual accepted valuation and resulting LVR before discussing next steps.
Valuation returned - lower than expected	Valuation returned for your purchase of [property] / TN: [tracking number]	Borrower	May advise that the valuation is lower than expected and invite the customer to discuss restructuring or revised LVR/funds-to-complete.	This is highly situational. Review the actual report, LVR, product cap and funds position before discussing a restructure; do not treat generic template commentary as Credit approval.
Mortgage documents issued	Mortgage documents sent via DocuSign	Borrower(s)	Advises that loan documents have been sent via DocuSign; primary borrower signs first, then secondary borrower receives their link. May ask borrowers to check Spam/Junk and contact Green Mortgage Lawyers if not received.	Confirm any prior-to-contract / prior-to-settlement conditions remain satisfied and direct document-issue problems to the appropriate legal/settlement contact.
Welcome letter	Welcome Letter for TN: [tracking number]	Borrower	Provides newly settled loan/account information and directs the customer to ongoing Customer Care.	Settlement has occurred; use the Welcome Letter for account access and ongoing servicing contacts.
Direct debit form	Please find the attached PRIME+Q Direct Debit Form TN: [tracking number]	Borrower	Provides the PRIME+Q Direct Debit Request form, usually with instructions to complete it in Adobe Reader, save and return the full form. The supplied template refers to processing within five NSW business-banking days once received.	If the customer queries repayment setup, confirm the form has been returned and direct processing questions to Customer Care / the relevant operations team.
System audit marker	Email notification for [status] was sent / was not sent	Internal record / activity log	Records whether a status-trigger email was generated. It may display sender/recipient/subject data in the file record.	This is an audit/status marker, not necessarily a message the customer received. Use it to understand the communication trail before contacting the customer.

SENDER / BRANDING NOTE

Underlying system templates may display Mortgage Street or legacy Mortgage House infrastructure naming in sender metadata or activity logs. PRIME+Q loans in this guide are provided by Mortgage Street Financial Services Pty Ltd. If a customer queries a system-generated sender name, explain the lender/processing relationship and check the live file before making any further representation.

Source basis: Customer-message examples supplied for this guide; PRIME+Q Broker Process Guide for workflow/status controls. Message wording is illustrative and may change in the live CRM.

EFFECTIVE 1 SEPTEMBER 2026

Quick reference - fees & controls

Product	Upfront / establishment	Annual	Other key fee notes
Residential / Vacant Land / Construction / Expat - Premium	\$399 application fee	\$0 annual fee	\$395 annual Premium offset facility fee if selected; other fees as current rate card.
Residential / Vacant Land / Construction / Expat - Optimax	\$1,295 application fee	\$395 annual fee	Offset included under published Optimax proposition.
Unregistered Vacant Land	\$1,750 application fee	-	Non-refundable.
SMSF Residential - Premium	\$1,225 application fee	\$395 annual fee	Settlement from \$975; legal from \$975.
SMSF Residential - Optimax	\$1,410 application fee	\$395 annual fee	Settlement from \$975; legal from \$975.
Commercial - Premium / Optimax	0.75% establishment; \$995 upfront, balance at settlement	\$595 annual fee	Settlement from \$499; legal \$1,500; valuation on quote.
SMSF Commercial - Premium	0.75% establishment; \$995 upfront, balance at settlement	\$595 annual fee	Settlement from \$1,495; legal \$1,500.
SMSF Commercial - Optimax	0.94% establishment; \$995 upfront, balance at settlement	\$595 annual fee	Settlement from \$1,495; legal \$1,500.
Construction administration	From \$1,500 + progress inspection fees	-	Applies to Construction pathway.

PRICING DISCIPLINE

Rates, Risk Fees, LMI, fees and product limits are point-in-time positions. The current PRIME+Q Residential or Commercial Rate & Product Guide must be opened and checked immediately before quoting or lodging.

Source documents used to build this guide

- PRIME+Q Residential Rate & Product Guide - Effective 1 September 2026, Version 1.0.
- PRIME+Q Commercial Rate & Product Guide - Effective 1 September 2026, Version 1.0.
- PRIME+Q Comprehensive Product Guide - Effective 1 September 2026.
- PRIME+Q Broker Process Guide - Effective 1 September 2026, Version 1.0.
- PRIME+Q Broker FAQs - August 2026 reference pack.
- PRIME+Q Borrower FAQs - August 2026 reference pack (where relevant to product/process alignment).
- PRIME+Q How to Select the Right Rate / How to Submit / How to Verify Identification quick guides.
- PRIME+Q Cashback Offer - September 2026 launch promotion terms.

Document control / important information

This guide is prepared for accredited PRIME+Q brokers and consolidates current source material into an execution workflow. It does not expand product eligibility beyond the source Rate Cards/Product Guide and does not replace the current serviceability calculator, legal/tax requirements or formal Credit assessment. All applications remain subject to verification, serviceability, security/valuation acceptance, applicable law, Mortgage Street lending criteria and formal approval.

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