

BROKER FAQs

Clear Answers For Brokers



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PRIME+Q

Broker FAQs

Broker Reference Guide

A practical reference for participating MoneyQuest brokers covering PRIME+Q positioning, lending parameters, servicing, income verification, credit assessment, valuations, pricing and application operations. Valuations are applicable where required; the approved process determines the required valuation type.

VERSION	August 2026
FORMAT	Professional reference pack
BRANDING	PRIME+Q wordmark - navy text
NAVIGATION	10 sections • 165 numbered FAQs • bookmarked PDF

Use the section directory and PDF bookmarks to move directly to the topic you need.

Find an answer fast

Start with the topic below. Each section shows the exact FAQ number range so the answer can be located quickly on-screen or in print.

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A PRIME+Q and Product Positioning

When to use PRIME+Q, Premium vs Optimax, eligible transaction types and borrower profiles.

1. What is PRIME+Q?

Answer: PRIME+Q is MoneyQuest's non-bank alternative for Prime lending, offering competitive residential and commercial loan solutions backed by Mortgage Street, with responsive assessment, practical broker support and flexible product structures.

2. When should I consider PRIME+Q instead of a traditional bank?

Answer: Consider PRIME+Q when your client is a quality Prime borrower and you want a competitive non-bank alternative to traditional bank lending, with flexible residential or commercial solutions and responsive broker support.

3. Who is the target PRIME+Q borrower?

Answer: The target PRIME+Q borrower is a Full Doc borrower seeking a competitive non-bank alternative across residential or commercial lending. This includes PAYG and self-employed borrowers, owner-occupiers and investors, as well as eligible individuals, companies and trusts. PRIME+Q can also accommodate eligible SMSF, construction, vacant land and expat scenarios, subject to product, LVR, location and credit criteria.

4. What types of transactions can PRIME+Q assist with?

Answer: PRIME+Q can assist with a broad range of Prime residential and commercial transactions, including purchases, refinances, owner-occupied and investment lending, cash out, debt consolidation, construction, vacant land and eligible expat scenarios. It can also support eligible SMSF transactions, subject to product, LVR, security, location and credit criteria.

5. What is the difference between Premium and Optimax?

Answer: Premium is the primary PRIME+Q option for stronger Full Doc Prime borrowers, with higher credit-score requirements, higher maximum LVRs and generally sharper pricing. Optimax is an alternative Full Doc pathway for borrowers who fall outside Premium parameters, offering broader credit tolerance and different pricing, risk fees and maximum LVR limits.

6. Which product should I use for a clean Prime borrower?

Answer: For a clean Prime borrower, Premium should generally be the first product considered, as it is positioned for stronger Full Doc borrowers and typically offers sharper pricing, higher maximum LVRs and lower risk fees. Optimax is generally considered where the scenario falls outside Premium parameters but remains within PRIME+Q policy.

7. Can a borrower use Optimax even if they have a strong credit profile?

Answer: Yes. Optimax is not limited to credit-impaired borrowers and may be used where the loan structure, LVR, loan size or other policy parameters make it the more suitable PRIME+Q option. Premium should generally remain the first consideration for a clean Prime borrower.

8. What Residential lending products are available?

Answer: PRIME+Q offers Full Doc residential lending for owner-occupied and investment purchases and refinances, together with construction, vacant land and eligible expat lending. Premium and Optimax options are available depending on the borrower and transaction.

9. What Commercial lending products are available?

Answer: PRIME+Q offers Full Doc commercial lending for purchase and refinance transactions, with Premium and Optimax options available across eligible commercial securities. Borrowers may include individuals, companies and trusts, with verifiable business, trust, rental and investment income considered.

10. Does PRIME+Q offer SMSF lending?

Answer: SMSF lending forms part of the broader PRIME+Q proposition; however, the current Residential and Commercial Rate Cards do not contain a dedicated SMSF product matrix. Brokers should refer to the current SMSF guide or confirm the scenario with Mortgage Street before proceeding.

11. Does PRIME+Q offer construction lending?

Answer: Yes. PRIME+Q supports eligible Full Doc construction lending under both Premium and Optimax, subject to the applicable LVR, loan size, security, servicing and construction requirements.

12. Does PRIME+Q accept vacant land?

Answer: Yes. PRIME+Q offers lending against eligible vacant land, including registered vacant land, subject to location, services, loan size and LVR requirements.

13. Does PRIME+Q lend to eligible expat borrowers?

Answer: Yes. PRIME+Q can consider eligible Australian citizens and Australian Permanent Visa holders living and working overseas, as well as eligible borrowers living in Australia and earning foreign income, subject to country and policy requirements.

14. Can companies and trusts borrow?

Answer: Yes. Eligible individuals, companies and trusts can borrow under PRIME+Q, subject to the relevant product, loan purpose, security and credit requirements.

15. Are owner-occupied and investment loans available?

Answer: Yes. PRIME+Q supports both owner-occupied and investment lending, including eligible purchase and refinance transactions. Investor and Interest Only pricing or loadings may apply depending on the selected product and structure.

B Loan Amount, LVR and Location

Minimum and maximum loan amounts, LVR limits, postcode categories and location constraints.

16. What is the minimum PRIME+Q loan amount?

Answer: The minimum loan amount is \$50,000 for both Residential and Commercial lending.

17. What is the maximum Residential loan amount?

Answer: Residential lending is available up to \$5 million under Premium, subject to LVR, postcode category and security requirements. Optimax is available up to \$3 million.

18. What is the maximum Commercial loan amount?

Answer: Commercial lending is available up to \$3 million, subject to product, LVR, security and postcode category.

19. What maximum LVR is available under Premium?

Answer: For Residential lending, Premium is available up to 95% LVR. For Commercial lending, Premium is available up to 80% LVR, subject to the applicable loan size, postcode and security limits.

20. What maximum LVR is available under Optimax?

Answer: Optimax is available up to 85% LVR for Residential and up to 80% LVR for Commercial, subject to loan size, location and security criteria.

21. How do postcode categories affect maximum LVR?

Answer: Maximum LVR reduces as the property location becomes less liquid. For example, Residential maximums range from up to 95% in Cat 1 Metro locations to 60% in Cat 4/Unlisted locations, subject to the selected product and loan size.

22. How do postcode categories affect maximum loan size?

Answer: Each postcode category has its own maximum loan size. More liquid locations generally support higher loan amounts, while regional or less liquid locations may have lower maximum loan sizes and LVRs.

23. What are Category 1, Category 2, Category 3, Category 4 / unlisted locations?

Answer: These are Mortgage Street's location classifications based on the liquidity and marketability of the security location. The applicable category should be confirmed using the current postcode classification before quoting maximum loan size or LVR.

24. If the product maximum LVR is higher than the postcode maximum, which limit applies?

Answer: The lower applicable limit applies. The loan must satisfy the product, postcode, loan- size and security requirements rather than relying on the highest individual limit.

25. Are regional locations acceptable?

Answer: Yes. Regional and non-metro locations can be considered, subject to their postcode category, maximum loan amount, LVR and acceptable security requirements.

26. How do property type, postcode and loan amount interact when determining maximum LVR?

Answer: The final maximum LVR is determined by the most restrictive applicable requirement across the selected product, loan amount, postcode category and security type. Brokers should validate all four before confirming the proposed structure with the client.

C Acceptable Security

Residential, vacant land, commercial and specialised security types.

27. What residential securities are acceptable?

Answer: Acceptable residential securities include houses, units/apartments, townhouses, high-density residential, house-and-granny-flat properties, personal holiday homes, display homes, leasehold property, eligible vacant land and completed residential property, subject to applicable policy and location limits.

28. Are apartments below 50 sqm acceptable?

Answer: Yes. Units and apartments can be considered from 40 sqm, excluding parking, garage and balcony areas, subject to all other lending criteria.

29. Are high-density apartments acceptable?

Answer: Yes. High-density residential property is an acceptable security type, subject to valuation, postcode, LVR and other policy requirements.

30. Are townhouses acceptable?

Answer: Yes. Townhouses are an acceptable residential security, subject to standard PRIME+Q lending criteria.

31. Are house-and-granny-flat properties acceptable?

Answer: Yes. House-and-granny-flat properties are acceptable, subject to valuation, marketability and standard policy requirements.

32. Are leasehold properties acceptable?

Answer: Yes. Leasehold property can be considered under both Residential and Commercial lending, subject to the lease structure, remaining term and overall security acceptability.

33. Are holiday homes acceptable?

Answer: Yes. Personal holiday homes are acceptable residential securities, subject to standard policy, valuation and location requirements.

34. Are display homes acceptable?

Answer: Yes. Display homes can be considered as acceptable residential security, subject to the specific property and tenancy arrangements.

35. How much land can be accepted with a residential dwelling?

Answer: Completed residential property can be considered with land sizes of up to 10 hectares, subject to standard security, valuation and location requirements.

36. What vacant-land securities are acceptable?

Answer: Eligible vacant land of up to 2.2 hectares can be considered. Registered vacant land is specifically catered for, with separate pricing and LVR parameters applying depending on location and whether services are connected.

37. What commercial securities are acceptable?

Answer: Acceptable commercial securities include retail shops, commercial offices, industrial units, factories and warehouses, medical/professional suites, shopping centres, childcare centres, hotels/motels, car yards/car parks, function centres, fast-food franchise sites, panel beaters/smash repair shops and eligible leasehold property.

38. Are retail shops acceptable?

Answer: Yes. Retail shops are an acceptable Commercial security, subject to valuation, location, LVR and standard credit criteria.

39. Are offices and industrial properties acceptable?

Answer: Yes. Commercial offices, industrial units, factories and warehouses are acceptable securities under PRIME+Q Commercial.

40. Are medical/professional suites acceptable?

Answer: Yes. Medical and professional suites are acceptable Commercial securities, subject to standard lending criteria.

41. Are childcare centres acceptable?

Answer: Yes. Childcare centres are listed as acceptable Commercial securities, subject to valuation, location and credit assessment.

42. Are hotels and motels acceptable?

Answer: Yes. Hotels and motels can be considered under PRIME+Q Commercial, subject to the property, valuation, location and overall credit assessment.

43. Are specialised securities such as NDIS or co-living acceptable?

Answer: Yes, they may be considered on a case-by-case basis. NDIS, co-living and other niche securities are priced on scenario and require an MSt 003 submission for review.

44. What should I do where a security type is not listed in the Product Guide?

Answer: Submit the scenario to Mortgage Street for review before lodging. Provide full details of the property, proposed use, valuation information, loan amount, LVR and borrower structure so the security can be assessed.

45. When should a specialised property be submitted as a scenario before lodgement?

Answer: Any NDIS, co-living or other niche/specialised security, or any property that falls outside the standard acceptable-security list, should be submitted via MSt 003 before lodgement for confirmation of eligibility and pricing.

D Loan Purpose and Features

Purchase, refinance, cash out, debt consolidation, loan terms, IO, offset and splits.

46. Can PRIME+Q be used for a purchase?

Answer: Yes. PRIME+Q supports eligible Residential and Commercial purchases, including owner-occupied, investment, construction, vacant land and eligible expat transactions.

47. Can PRIME+Q be used for a refinance?

Answer: Yes. PRIME+Q supports eligible Residential and Commercial refinances, subject to standard servicing, valuation, security and credit requirements.

48. Is cash out available?

Answer: Yes. Cash out is available, generally up to the applicable maximum LVR, subject to product and purpose requirements.

49. Are there restrictions on cash-out purposes?

Answer: Yes. Cash out is subject to purpose and product limits. For example, cash out associated with private-lender refinances is capped at \$200,000, and additional restrictions may apply depending on the transaction.

50. Can debt consolidation be included?

Answer: Yes. Eligible debt consolidation can be considered as part of a PRIME+Q transaction, subject to servicing and credit assessment.

51. Can private-lender debt be refinanced?

Answer: Yes. Private-lender debt can be considered for refinance, subject to the applicable product and credit requirements. Cash out from private-lender refinances is capped at \$200,000.

52. What loan terms are available?

Answer: Residential loan terms range from 5 to 40 years, while Commercial loan terms range from 5 to 30 years, subject to product and borrower eligibility.

53. Is a 40-year term available?

Answer: Yes. Residential PRIME+Q loans can have terms of up to 40 years, subject to borrower age, servicing and product requirements. Commercial loans are available up to 30 years.

54. Is Interest Only available?

Answer: Yes. Interest Only repayment options are available across eligible Residential and Commercial PRIME+Q products.

55. What is the maximum Interest Only period?

Answer: Residential loans can provide Interest Only terms of up to 10 years in eligible circumstances, while Commercial loans offer up to 5 years. Product-specific requirements and pricing may apply.

56. Is an offset account available?

Answer: Yes. Offset facilities are available on eligible PRIME+Q products, subject to the selected product and applicable fees.

57. How many offset accounts can a borrower have?

Answer: Multiple offset accounts are supported. The current Residential fee guide specifically provides for up to 10 offset sub-accounts, subject to the selected product and applicable facility fee.

58. Is redraw available?

Answer: Redraw availability is not specifically detailed in the current PRIME+Q Rate and Product Guides. Brokers should confirm redraw functionality for the selected product before presenting it as a loan feature.

59. Are multiple loan splits available?

Answer: Yes. PRIME+Q supports multiple loan splits, subject to the selected product, loan structure and operational requirements.

E Servicing

Servicing calculators, buffers, liabilities, rental income, self-employed income and commercial/SMSF servicing.

60. Which PRIME+Q servicing calculator should I use?

Answer: Use the PRIME+Q servicing inbuilt into MyCRM. Residential for residential lending and Commercial for commercial lending. Where the scenario involves SMSF or another specialised structure, confirm the appropriate calculator with Mortgage Street before submission

61. Is there a different servicing methodology for Premium and Optimax?

Answer: Yes, there is a separate servicing methodology for Premium and Optimax. The products have different pricing, LVR and credit parameters, but brokers should apply the servicing methodology contained in the current PRIME+Q calculator and lending policy for the selected transaction.

62. What assessment rate or servicing buffer applies?

Answer: PRIME+Q applies the standard Mortgage Street servicing buffer of 2% in most cases. For eligible Premium Residential loans at or below 80% LVR, a reduced 1% buffer may be considered, subject to the borrower meeting the broader PRIME+Q credit policy and Prime borrower requirements.

63. How is existing mortgage debt assessed?

Answer: Existing mortgage debt that will remain after settlement is assessed on a buffered repayment basis. Where the current interest rate and remaining term can be verified, the repayment is calculated using the current rate plus the applicable servicing buffer. If the required information cannot be verified, the applicable policy fallback calculation is used

64. How are Interest Only commitments assessed?

Answer: Existing Interest Only debt is assessed on the reverting Principal and Interest commitment, rather than the current Interest Only repayment, using the applicable servicing buffer over the remaining P&I term. For a proposed PRIME+Q loan, the assessable P&I term is reduced by the Interest Only period.

65. How are credit-card limits treated?

Answer: Where a credit card has been cleared in full each month for at least the previous three months, it may be excluded from servicing. Otherwise, the higher of the borrower's declared repayment or 3.8% of the approved card limit per month is used.

66. How is HECS/HELP treated?

Answer: HECS/HELP is included in servicing where the borrower has a compulsory repayment obligation. The applicable commitment is calculated through the approved PRIME+Q servicing calculator based on the borrower's income and current repayment obligation.

67. How are car loans and personal loans assessed?

Answer: Car loans, personal loans, hire purchase and other ongoing consumer debts are included as commitments using the verified ongoing repayment. A liability being fully repaid or discharged at settlement may be excluded subject to evidence and settlement conditions.

68. How are household living expenses assessed?

Answer: Household living expenses are generally assessed using the higher of the borrower's declared living expenses or the applicable HEM benchmark. Where the applicable Credit Policy permits, verified actual expenditure below HEM may be considered subject to satisfactory supporting evidence.

69. How is rental income treated?

Answer: Residential rental income is generally assessed at 80% of verified gross rental income (for Premium) and 90% of verified gross rental for (Optimax). Acceptable evidence may include a tenancy agreement, rental statement, bank credits, valuation rental assessment or other approved rental evidence.

70. Can a rental appraisal be used for a proposed investment property?

Answer: Yes. For a proposed investment purchase, a valuer's rental assessment or real estate agent rental appraisal generally no more than two months old can be used. Where multiple rental figures are available, the lower supported amount is generally adopted.

71. Is negative gearing recognised?

Answer: Yes. Negative gearing and eligible investment-property tax deductions can be recognised in servicing provided they meet the relevant laws guidelines.

72. How is bonus income assessed?

Answer: Bonus income can be considered where it is regular, ongoing and evidenced over a two-year period with the same employer. Under standard policy, generally 80% of the lower verified year is used unless a specific approved product treatment permits otherwise.

73. How is overtime assessed?

Answer: Overtime can generally be included at 100% where it is regular, ongoing and supported by acceptable evidence of earnings over the previous 12 months. Essential-services employees may also qualify for full inclusion subject to supporting evidence.

74. How is commission income assessed?

Answer: Commission income can be used where it is regular and evidenced. For standard policy, 90% is generally used. A 12-month history is required where commissions are paid quarterly or more frequently, while less frequent commissions may require up to two years of history.

75. How is casual income assessed?

Answer: Casual income can be used where it is regular and the borrower meets the applicable employment tenure and income-verification requirements. The required tenure depends on the applicable PRIME+Q product and underlying Credit Policy.

76. How is secondary employment assessed?

Answer: Income from a second job can be used where it is regular, ongoing and appropriately evidenced, subject to the minimum employment-tenure requirements applicable to the PRIME+Q product being used.

77. How is self-employed income assessed?

Answer: Self-employed income is assessed on a Full Doc basis, using the applicable personal and business tax returns, Notices of Assessment and supporting business information. Income is assessed for sustainability, with business losses and eligible add-backs taken into account. PRIME+Q also provides a specific pathway for eligible borrowers with between one and two years of self-employment.

78. Can one year of self-employed financials be considered?

Answer: Yes. PRIME+Q can consider eligible self-employed borrowers with more than one year but less than two years of trading history using the most recent personal/business tax return, corresponding Notice of Assessment and, where required, BAS. The applicable Mortgage Street borrower and accountant declarations are also required.

79. What self-employed add-backs are acceptable?

Answer: Acceptable add-backs may include director salaries not already counted, voluntary/excess superannuation, interest on loans being refinanced, accountant-confirmed non-recurring expenses, eligible investment-loan tax deductions, business depreciation, allowable vehicle expenses and personal/housing expenses paid through the business. Add-backs must be supported and cannot result in double counting.

80. Can depreciation be added back?

Answer: Yes. Business depreciation shown in the P&L may be added back. Where the depreciated asset is financed, the corresponding finance commitment must remain in servicing or the relevant depreciation component must be removed from the add-back to avoid double counting.

81. Can business interest expense be added back?

Answer: Yes, where the interest relates to a business loan being refinanced and repaid as part of the transaction. Interest relating to debt that will remain after settlement should not automatically be added back.

82. Can company profit be used?

Answer: Yes. Company profit may be used where it is supported by the required company tax returns and financial statements and the borrower has the appropriate ownership or entitlement to the income. Business losses must also be recognised and income cannot be double counted.

83. Can retained profits be considered?

Answer: Yes. Retained company profits may be considered as part of a full self-employed assessment where supported by the company financials and considered sustainable. Retained profit cannot be used under the simplified director-salary-only verification pathway.

84. Can trust distributions be used?

Answer: Yes. Trust distributions can be used where the borrower is entitled to the income and the distributions are supported by the relevant trust financials and tax information. Where the applicant controls the trust, additional flexibility may be available subject to Credit Policy and the required undertakings.

85. How is overseas income treated for expat borrowers?

Answer: Under the PRIME+Q Expat product, eligible overseas income can be used on a Full Doc basis. The current Rate Card allows 100% of net overseas income once converted to AUD for eligible Australian citizens or permanent residents, subject to accepted-country and verification requirements.

86. How is construction servicing assessed?

Answer: Construction loans must satisfy normal PRIME+Q serviceability requirements as well as the construction-specific Credit Policy. The borrower must demonstrate capacity to meet the required commitments during construction, with the loan ultimately assessed having regard to the post-construction Principal and Interest commitment and applicable servicing buffer.

87. How is SMSF servicing assessed?

Answer: SMSF servicing is assessed using the approved SMSF servicing calculator. Assessment considers eligible rental/investment income, mandatory super contributions and, where relied upon, the members' capacity to continue making voluntary contributions. Member/beneficiary servicing may also need to be demonstrated where additional contributions are required.

88. How is Commercial servicing assessed?

Answer: Commercial servicing is assessed using the approved PRIME+Q Commercial servicing methodology/calculator. The current Commercial Rate Card permits verified business, trust, rental and investment income, including eligible self-employed, business- principal and director-guaranteed income structures, subject to full verification and Credit assessment.

89. Can Mortgage Street review servicing before I formally lodge?

Answer: Yes. Once you provide the full packaged file with all required supporting documents, the Mortgage Street team will review and confirm servicing before the application is formally submitted for credit assessment.

F Income Verification

PAYG, self-employed, tax returns, NOAs, BAS, declarations and business income evidence.

90. What income evidence is required for PAYG borrowers?

Answer: PAYG income is generally verified using current payslips together with employment or salary-credit verification. Alternative evidence may include recent bank statements showing salary credits, a current employment letter, employment contract, PAYG Payment Summary/ATO Income Statement or Tax Assessment Notice, subject to the applicable Credit Policy.

91. What evidence is required for self-employed borrowers trading for two years or more?

Answer: PRIME+Q requires the two most recent personal and applicable business tax returns, two most recent Notices of Assessment, MSt 011 Borrower's Declaration of Income and MSt 180 Accountant's Declaration of Income. Additional financial information may be requested where required to complete the assessment.

92. What evidence is required where a borrower has been self-employed for between one and two years?

Answer: Provide the most recent personal and/or business tax return, most recent Notice of Assessment, MSt 011 Borrower's Declaration and MSt 179 Accountant Confirmation of Repayment Capacity. BAS may also be required where the tax return does not cover the full trading period.

93. When are tax returns required?

Answer: Tax returns are required where self-employed income is being relied upon under the standard PRIME+Q Full Doc assessment. Two years are generally required for borrowers trading two years or more, while the most recent year is required under the eligible one-to-two- year self-employed pathway.

94. When are Notices of Assessment required?

Answer: For PRIME+Q self-employed applications, two recent NOAs are required for borrowers trading two years or more, while the most recent NOA is required for eligible borrowers trading between one and two years.

95. When are BAS statements required?

Answer: BAS may be required where the borrower has been self-employed for between one and two years and the available tax return does not cover the full trading period, or where Credit requires additional evidence to validate current business performance.

96. When are business bank statements required?

Answer: Business bank statements are not a standard mandatory document for every PRIME+Q Full Doc application, but may be requested where additional evidence is required to verify current trading income, business activity or discrepancies within the financial information provided.

97. When is a Borrower Declaration required?

Answer: The MSt 011 Borrower's Declaration of Income is required for PRIME+Q self-employed borrowers under both the two-years-plus and one-to-two-year Full Doc pathways.

98. When is an Accountant Declaration required?

Answer: For self-employed borrowers trading two years or more, PRIME+Q requires MSt 180 Accountant's Declaration of Income. For eligible borrowers trading between one and two years, MSt 179 Accountant Confirmation of Repayment Capacity is required.

99. Can an Accountant letter support income?

Answer: Yes. An Accountant's confirmation can support the assessment where permitted under Credit Policy; however, for the standard PRIME+Q Full Doc pathway it does not automatically replace the tax returns, NOAs or prescribed MSt declarations required by the Product Guide.

100. How current must financial information be?

Answer: Income evidence must be sufficiently current to reflect the borrower's present financial position. PAYG documentation is generally expected to be current, typically within 60 days where specified, while self-employed tax returns and financial information must represent the latest applicable financial periods and comply with the relevant Credit Policy recency requirements.

101. Can income from multiple businesses or entities be used?

Answer: Yes. Income from multiple businesses or entities can be considered where the borrower's interest in each entity and the income relied upon can be verified. The financial position of associated entities must also be reviewed so that business losses or liabilities are appropriately accounted for and income is not double counted.

102. How is a recent business restructure treated?

Answer: A recent change in business structure does not necessarily reset the borrower's self-employment history. Where continuity can be demonstrated through the previous ABN and/or a registered tax agent's confirmation of the restructure, and the current business continues substantially the same activities as the previous entity, the prior trading history may be recognised subject to Credit assessment.

G Credit Assessment

Credit Index, defaults, arrears, bankruptcy, ATO/private debt and exceptions.

103. What minimum Credit Index applies to Premium?

Answer: Premium requires a minimum Credit Index of 660 under the standard PRIME+Q product parameters.

104. What minimum Credit Index applies to Optimax?

Answer: Optimax requires a minimum Credit Index of 460 under the standard PRIME+Q product parameters.

105. Does a lower credit score automatically mean the application must use Optimax?

Answer: No. Product selection is based on the overall borrower and transaction profile, not credit score alone. However, where the Credit Index is below Premium's minimum of 661, the borrower does not meet standard Premium parameters and Optimax may be considered where its minimum Credit Index and other criteria are satisfied.

106. Are paid defaults acceptable?

Answer: Yes. Under Premium, paid defaults up to \$500 in aggregate may be considered. Optimax provides broader tolerance for credit impairments, subject to the amount, age and overall credit profile.

107. Are unpaid defaults acceptable?

Answer: Unpaid defaults are not within standard Premium parameters. Optimax can consider paid or unpaid credit impairments, subject to the applicable amount, age and overall credit assessment.

108. How are larger defaults treated?

Answer: Under Optimax, credit impairments above \$3,000 may be considered where they have been listed for more than 12 months if paid, or more than 24 months if paid or unpaid. Larger adverse items should be discussed with Mortgage Street before lodgement.

109. How are recent mortgage arrears treated?

Answer: Premium is intended for borrowers with stronger repayment conduct. Optimax can consider up to one month of mortgage arrears and/or late repayment-history information, subject to the overall credit profile and Credit assessment.

110. How are repayment-history issues assessed?

Answer: Repayment history is assessed across the borrower's credit facilities, including the recency, frequency and severity of late payments or arrears. For PRIME+Q purposes, arrears generally means the minimum contractual repayment was not made within 14 days of the due date.

111. Can a discharged bankrupt borrower be considered?

Answer: Yes. A discharged bankrupt borrower may be considered on a Full Doc basis, subject to the applicable Premium or Optimax requirements and satisfactory subsequent credit conduct.

112. How long after bankruptcy discharge can a borrower apply?

Answer: Optimax can consider borrowers discharged from bankruptcy for 12-24 months. Premium can consider borrowers who have been discharged for more than two years, subject to all other credit requirements.

113. Is ATO debt acceptable?

Answer: Yes. Existing ATO debt can be considered under the applicable Premium/Super Prime pathway, subject to the debt amount, repayment arrangements, servicing and overall Credit assessment.

114. How is existing private-credit debt treated?

Answer: Existing private-loan debt can be considered for refinance. Where the private facility has capitalised interest, Optimax may be required, and any additional cash out from a private- lender refinance is capped at \$200,000, subject to policy.

115. What credit issues should be disclosed before submission?

Answer: Brokers should disclose all known credit issues upfront, including defaults, judgements, repayment arrears, late payments, hardship arrangements, bankruptcy or debt agreements, material recent credit enquiries, ATO debt, private-credit facilities and any liabilities not clearly reflected on the credit report. Full disclosure allows Mortgage Street to determine the appropriate pathway before lodgement.

116. Can PRIME+Q consider a policy exception?

Answer: Yes. A policy exception may be considered where there are sufficient strengths and mitigating factors to support the transaction. An exception is discretionary and should be raised with Mortgage Street before lodgement rather than assumed to be acceptable.

117. Who has authority to approve an exception?

Answer: Policy exceptions that exceed standard Credit Policy parameters require approval from an authorised Level 1 DLA holder, with the exercise of discretion documented on the credit file and in the Policy Exception Report.

118. When should a scenario be escalated to Mortgage Street before lodgement?

Answer: Escalate where the transaction falls outside or close to a standard PRIME+Q parameter, including unusual credit history, servicing, security, LVR, income, borrower structure, ATO/private debt or where a policy exception may be required. Early escalation allows the correct product and submission pathway to be confirmed before the full application is lodged.

119. What information should be included in a scenario request?

Answer: Provide enough information for Mortgage Street to make a meaningful assessment, including the borrower profile, loan amount and purpose, LVR, security and postcode, income and servicing position, liabilities, Credit Index, details and explanation of any credit issues, and the specific policy point requiring clarification or exception. Include relevant supporting documents where available.

H Valuations

Valuation type, ordering, fees, shortfalls and construction valuations.

120. Are valuations applicable to PRIME+Q applications?

Answer: Yes. A valuation may be required as part of the PRIME+Q assessment and security review.

121. Who determines the valuation type?

Answer: The required valuation type is determined through the approved valuation system and process based on the application and security. Brokers should not select or nominate the valuation type.

122. Who arranges the valuation?

Answer: Valuations are arranged through Mortgage Street's approved valuation process and panel. Brokers or borrowers should not independently commission a valuation unless specifically instructed.

123. When is the valuation fee payable?

Answer: Valuation fees are charged at cost where applicable and are payable before the valuation is ordered through the approved valuation process.

124. Can an independently commissioned valuation be used?

Answer: A valuation independently commissioned by the borrower or broker should not be assumed to be acceptable. Valuations must be arranged through the approved Mortgage Street valuation process unless otherwise confirmed.

125. What happens if the valuation is lower than the purchase price or expected value?

Answer: The transaction is generally assessed using the lower supported security value. A lower valuation may reduce the maximum available loan and may require the borrower to contribute additional funds or restructure the transaction.

126. How are construction valuations handled?

Answer: Construction transactions are subject to the applicable valuation and progress- inspection requirements. The approved process will determine the required valuation approach and any progress inspections.

I Fees and Pricing

Rate Cards, application fees, risk fees, annual/offset/settlement/legal fees and repricing.

127. Where can I access the current PRIME+Q Rate Card?

Answer: The current PRIME+Q Residential and Commercial Rate Cards are available through the PRIME+Q Broker Landing Page. If you are unable to access or retrieve the current version, contact your BDM or Mortgage Street for assistance.

128. What application fee applies?

Answer: For Residential lending, the standard application fee is \$399 for Premium and \$1,295 for Optimax. Unregistered vacant land attracts a \$1,750 application fee. Commercial lending instead has a 0.75% establishment fee, with \$995 payable at submission and the balance payable at settlement.

129. Is the application fee refundable?

Answer: The standard application fee should not be assumed to be refundable unless an approved PRIME+Q promotion specifically provides otherwise. The application fee for unregistered vacant land is expressly non-refundable.

130. What risk fees apply?

Answer: Risk fees depend on the product, LVR, loan size and transaction type. Premium generally carries lower or nil risk fees at lower LVRs, while Optimax and higher-LVR transactions may attract a risk fee; refer to the current Rate Card for the applicable percentage.

131. Does the risk fee vary by LVR or product?

Answer: Yes. Risk fees vary by Premium versus Optimax, LVR and in some cases loan size or security type. Construction and vacant-land transactions also have their own risk-fee matrices.

132. Is there an annual fee?

Answer: For Residential lending, the annual fee is \$0 for Premium and \$395 for Optimax. Commercial lending has an annual fee of \$595.

133. Is there an offset-account fee?

Answer: Yes. Where the optional offset facility is selected on Premium Residential, an annual facility fee of \$395 applies and up to 10 offset sub-accounts are available. Refer to the current Rate Card for the selected product's applicable account fees.

134. What settlement fee applies?

Answer: Residential settlement fees are from \$500, while Commercial settlement fees are from \$499.

135. What legal fees apply?

Answer: Residential legal fees are from \$395. Commercial lending has a standard legal fee of \$1,500, subject to the transaction and any additional legal work required.

136. What valuation fees apply?

Answer: Valuation fees are payable by the borrower. Residential valuations are charged at cost and paid before the valuation is ordered through Property Hub, while Commercial valuation fees are provided on quote.

137. Are there construction administration fees?

Answer: Yes. The Residential construction administration fee is from \$1,500, with additional progress inspection fees applying during the construction process.

138. Is there an early repayment fee?

Answer: Yes, in applicable circumstances. For certain Residential non-coded loans-including eligible corporate/corporate trustee vacant-land or construction transactions, specialised securities and SMSF loans-the fee is 2% of the original loan amount if repaid in full within three years. Commercial loans also carry a 2% early repayment fee if repaid in full within three years.

139. Are rates locked between application and settlement?

Answer: The current PRIME+Q Rate Cards do not provide an automatic application-to- settlement rate lock. Rates and fees are stated to be subject to change, so brokers should not represent pricing as locked unless Mortgage Street has specifically confirmed this in writing.

140. What happens if PRIME+Q pricing changes before settlement?

Answer: PRIME+Q rates and fees are subject to change, so where pricing changes before settlement the broker should confirm the applicable settlement pricing with Mortgage Street. Any revised pricing should be communicated to the borrower in accordance with the applicable loan process and documentation requirements.

J Application and Operations

Accreditation, broker code, lodgement, SLAs, status updates, escalations, documents and settlement.

141. How do I become accredited for PRIME+Q?

Answer: Each month, Mortgage Street will confirm any new brokers who are required to be onboarded. Our team may contact you to request additional documents to support your accreditation.

142. Does my existing Mortgage Street accreditation cover PRIME+Q?

Answer: No. Existing or previous Mortgage Street accreditation does not automatically cover PRIME+Q. However, brokers who have previously held Mortgage Street accreditation may have a more streamlined pathway to PRIME+Q accreditation.

143. How do I obtain my broker code?

Answer: Your unique login details will be sent to you individually so you can access and track your application status.

144. Where do I lodge a PRIME+Q application?

Answer: Populate MyCRM, package the file and provide the Statement of Credit Assistance (SOCA), Mortgage Street Privacy Form, Applicant Details Verification Form and all required supporting documentation. The completed package is then sent to the nominated Mortgage Street inbox for processing.

145. What happens after my application is lodged?

Answer: You will receive access to live application updates through your login. The Mortgage Street support team can also keep you informed throughout the application and approval process.

146. Who confirms receipt?

Answer: The Mortgage Street support team. The process can also be referenced in the PRIME+Q Process Guide.

147. What does the advertised turnaround/SLA apply to?

Answer: The advertised turnaround applies to standard applications. Applications involving additional complexity may require more time.

148. When does the assessment SLA start?

Answer: The assessment SLA starts once preliminary assessment or QA is complete and the application enters the Credit queue.

149. What happens if documents are missing?

Answer: The Mortgage Street support team may request additional documents so the application can be assessed with the required information held on file.

150. Who communicates outstanding Credit conditions?

Answer: Outstanding credit conditions can be viewed through your login. The Mortgage Street support team may also contact you directly where action is required.

151. Who owns the file during Credit assessment?

Answer: For immediate credit questions, your BDM may discuss the matter with Credit on your behalf. Where further documents or clarification are required, the Mortgage Street team will refer the request back to you as the broker.

152. How do I obtain a status update?

Answer: Use your PRIME+Q login or contact the Mortgage Street support team.

153. How do I escalate an urgent Credit matter?

Answer: Escalate urgent Credit matters through your BDM.

154. Who handles valuation queries?

Answer: The Mortgage Street support team handles valuation queries and may refer the matter to your BDM depending on the nature of the query.

155. Who handles loan-document queries?

Answer: Mortgage Street Settlements handles loan-document queries and may refer the matter to your BDM depending on the nature of the query.

156. How are loan documents issued?

Answer: Loan documents are generally issued via DocuSign unless paper documentation is required.

157. Who reviews returned loan documents?

Answer: Green Mortgage Lawyers and the Mortgage Street Settlements Team review returned loan documents.

158. Who coordinates settlement?

Answer: The Mortgage Street Settlements Team coordinates settlement.

159. Who should I contact for an urgent settlement matter?

Answer: Contact the Mortgage Street Settlements Team.

160. How will I know the loan has settled?

Answer: Settlement status can be viewed through your login or confirmed by the Mortgage Street support team.

161. Who handles post-settlement enquiries?

Answer: Mortgage Street Customer Care handles post-settlement enquiries.

162. Who handles commission enquiries?

Answer: Mortgage Street Commissions handles commission enquiries.

163. Who do I contact if my broker code does not work?

Answer: Contact your BDM.

164. Who do I contact if PRIME+Q products are not visible in the lodgement system?

Answer: Contact your BDM.

165. Where can I find the PRIME+Q Contact and Escalation List?

Answer: The PRIME+Q Contact and Escalation List is available through the MQG Lending website or from your BDM.
Important: This FAQ is a practical broker guide. Always refer to the current PRIME+Q product, pricing and credit documentation for the transaction being assessed. Where a scenario falls outside standard parameters, confirm the position with Mortgage Street before lodgement.