



THE **capital** game

IN THIS ISSUE

- ✓ Arthritis - Something can be done
- ✓ Seasons Greetings - Holiday Hints
- ✓ Staff Member - Lends a hand in local community
- ✓ Pepper Home Loans - Are you the square peg that doesn't quite fit?
- ✓ Where there's a will there's a way
- ✓ Gold Pass Movie Ticket Competition
- ✓ Lending Support
- ✓ Interview with a Conveyancer
- ✓ Home Loan Comparison Chart

WE SPECIALISE IN LOANS FOR THE FOLLOWING:

- Home Loans
- Property Investment
- Refinancing
- Debt Consolidation
- Personal Loans
- Self Employed Loans
- Leasing, Hire Purchase and Chattel Mortgages
- Commercial Property
- Commercial Loans
- Factoring, Debtor Finance

To contact **Lending Specialists**

Tel: 03 9762 4777
 Fax: 03 9762 5055
 Email: glenn@lending specialists.com.au
 Post: PO Box 677
 Boronia Vic 3155

MORE AUSTRALIANS USING MORTGAGE BROKERS

An article in Your Mortgage Weekly in November reported that Australia's love affair with mortgage brokers is continuing. "We are now more likely than ever to use a broker to help us find the best home or investment property loan or commercial and business finance.

A recent survey released by research house MISC Australia (Market Intelligence Strategy Centre) shows that Australians are using mortgage brokers more than ever before."

In the Australian Broker magazine it was reported that mortgage and finance brokers have been lauded with praise by the Federal Secretary to the treasurer, Ross Cameron, for being at the "vanguard of change" in the national process of financial services structural reform.

While speaking at the opening of the Mortgage Industry Association of Australia (MIAA) national conference, Mr Cameron said that brokers had helped the industry transform from a "fat sluggish,

unresponsive sector dominated by the larger players" into a "dynamic, innovative and competitive" industry that is able to deliver better cost outcomes for end users of financial services.

Mr Cameron said mortgage brokers have been the watershed in creating this "benign, customer-friendly environment" through innovative development and fierce competition that has yielded better service.

Australian borrowers are also using brokers to help them obtain professional packages from lenders. These packages often provide access to a number of different financial services from the same lender (e.g. credit card, transaction accounts and insurance) while providing a discount on the standard interest rate.

"Lending Specialists comprises award winning and established loan consultants, with a cumulative banking, finance and lending experience in excess of 100 years.

"brokers have been the watershed in creating this benign, customer-friendly environment"

We have the expertise to provide lending solutions designed for your specific needs.

Lending Specialists also provides ongoing service, support and regular newsletters. We are there for you and the future requirements of you and your family."



Get with the Strength
- Use A Broker

PLAN AUSTRALIA VIC/TAS AWARDS

VIC/TAS BROKER OF THE YEAR 2004 BARRY OXLEY



Barry Oxley receiving his award from PLAN Australia Managing Director, Alex Moulteris and State Manager Vic/Tas, Marita Gilmour.

LENDING SPECIALISTS: FINALIST, BEST LOAN BROKERAGE

Achieving a finalist position in the prestige PLAN Australia Vic/Tas, 2004 Best Loan Brokerage with 3 or more loan writers section shows just how far Lending Specialists have come in the past 5 years.

And what a fantastic result and recognition of the great team of experienced, knowledgeable and respected loan writers and office staff we have available to look after our clients lending needs.

This award is further proof that our team have the ability to put together loan applications that adhere to the banks credit criteria, thus ensuring a greater chance of approval, the first time around.

AUSTRALIAN ACHIEVER AWARDS: LENDING SPECIALISTS HIGHLY RECOMMENDED



ARTHRITIS: SOMETHING CAN BE DONE!

Arthritis is Australia's major cause of disability and chronic pain affecting an estimated 3.1 million Australians. The significance of this health issue was recognized in July 2002, when arthritis and musculoskeletal disorders became the seventh National Health Priority Area in Australia.

"We are now living in what has been described as the age of arthritis," President of Arthritis Australia Ms Ita Buttrose said, "which means if you don't have it, you know someone who does."

There are well over 150 different forms of arthritis with osteoarthritis being the most prevalent.

The word arthritis comes from 'arth' (joint) and 'itis' (inflammation). Your joints are where the bones meet and move. Arthritis is used to describe a wide range of diseases of the joint and related tissues that cause pain, stiffness and in some cases joint deformities and reduced function.

In addition to medical treatment there is much that people can do themselves to help manage their arthritis.

Arthritis Victoria provides a range of information, education and support services for people with arthritis,

osteoporosis and other related conditions.

An important first step to learning about what you can do to manage arthritis is to learn more about your condition.



Arthritis Victoria provides the following services:

- Telephone Information Service, Community Speakers Program & Resource Centre
- Arthritis Self Management Courses, Osteoporosis Prevention Courses and Better Health Self Management Courses
- Education seminars for health professionals
- 'Move It or Lose It' Channel 31 television program

- Leader Training and Professional Development Courses in Warm Water Exercise, Chair Based Exercise, Strength Training for Chronic Illnesses & Tai Chi for Arthritis
- Self help and support groups
- Research conducted through Arthritis Victoria's Centre for Rheumatic Diseases.

Activities such as warm water exercise, tai chi and walking are suitable for most people. Arthritis Victoria can provide information about warm water exercise and tai chi classes.

Many people enjoy and benefit from the support of others who understand the difficulties of living with arthritis. For further information about the services offered at Arthritis Victoria please call toll free 1800 011 041 or go to www.arthritisvic.org.au

This article was provided to Capital Game by Arthritis Victoria.

Not all insurance companies provide insurance cover for the effects of arthritis, however, our insurance consultants from Askwith & Associates have access to a Life Office who will consider including severe Rheumatoid Arthritis as a trauma benefit.

Arthritis is Australia's major cause of disability and chronic pain affecting an estimated 3.1 million Australians.

Please contact Paul Askwith or Lee White on 03 9762 3888 for an obligation free appointment to discuss the many forms of Life Risk and Trauma insurance that can provide financial protection or support to yourself, your dependants or beneficiaries.

DON'T LEAVE IT UNTIL IT'S TOO LATE

TESTIMONIAL

Dean Fox & Kim Oxley

Just a short note to thank you both for your help with the ANZ Loan. It will be put to good use, I'm sure!

We look forward to dealing with you again in the New Year.

SEASON'S GREETINGS



Some Holiday Tips

- Ensure your home is secure - turn off any unnecessary power using equipment, lock windows and doors, consider using timer lights
- Ask neighbours to keep an eye on your property and arrange to collect any mail. Maybe even park their car in your drive to give the impression someone is home
- Ensure your car is roadworthy
- Rest, revive, survive and arrive
- Drive carefully and have a safe and enjoyable holiday



STAFF MEMBER LENDS A HAND IN THE LOCAL COMMUNITY

What is Rotary?

An organization that provides humanitarian services and helps build goodwill and peace in the world.



- There are over 28000 Rotary clubs throughout the world.
- They plan programs that touch peoples lives in their local community and worldwide.
- To encourage and foster the advancement of international goodwill and understanding.

- To encourage Rotarians, Rotary Clubs, Rotary Districts and others to participate in meaningful World Community Service projects.
- To coordinate the World Community Service activities of Rotary Clubs and Districts where considered necessary and/or requested.
- For more information www.rotary.org

For more information on Rotary, please contact the Ferntree Gully President, Fran Mandergeddes on 03 9800 5246

Rotary is an organization that provides humanitarian services and helps build goodwill and peace in the world

Lending Specialists staff are active members in their local community.

Equipment Finance Manager, Debbie Lyon, has recently joined the Ferntree Gully Rotary Club.

Their current mission is to raise funds to help fight the malaria problems in Papua New Guinea, by purchasing netting for the residents.

Ferntree Gully Rotary have also successfully raised funds for the Upper Ferntree Gully and Ferntree Gully CFA & have constructed a high rise garden for the residents at Glengollan Retirement Village in Boronia.

ARE YOU THE SQUARE PEG THAT DOESN'T QUITE FIT?

Pepper is a new breed residential mortgage lender for people obtaining mortgages.

Branded 'non-conforming' or 'sub-prime' borrowers by others, Pepper approves the majority of its applications knowing that life's changes and events mainly occur because of temporary financial pressures.

Our borrowers come from all walks of life and all sorts of different financial circumstances. Each potential borrower's situation is different, so we tailor each home loan with one of the widest ranges of mortgage solutions in Australia.

The Peppers products are distributed through a network of

mortgage brokers like Lending Specialist who select the best home loan options for their clients. These mortgage professionals choose Pepper for borrowers with different financial situations for numerous reasons.

Pepper offers a range of interest rates for different situations that are amongst the specialty mortgage sector, similarly our fees are amongst the most competitive in the mortgage market.



The house that Deb built

Our mortgage professionals can get a preliminary approval within two hours and a conditional approval within 24 hours, and there are no fees payable until a conditional approval is given.

Peppers can lend to:

- Self employed, casual or part time workers.
- Contract workers.
- People with no genuine savings.
- Those with varying degrees of credit impairment.
- Discharged bankrupts.
- People seeking to consolidate a number of debts.
- Others whose financial situation that are adversely impacted by life events such as divorce,

illness or temporary unemployment.

This article was provided by Pepper Home Loans. For more information on these types and any other types of loans, contact **Lending Specialists on 03 9762 4777**

BE IN THE DRAW TO WIN 2 MOVIE TICKETS TO VILLAGE GOLD CLASS!

VISIT OUR NEW AND EXCITING WEBSITE
www.lendingspecialists.com.au

How does it rate?
Visit our website and to be in the draw, please email your thoughts to glenn@lendingspecialists.com.au

All responses received by 31st January 2005 will go into a draw for a chance to win **2 gold movie passes.**
(1st entry drawn wins)

TESTIMONIAL ANDREW BURGAN

Andrew 's professionalism and knowledge speak for themselves, however it is dedication and commitment to his client that makes him stand out. He continually went above and beyond the call of duty, meeting with us and calling (or returning our frantic calls!) at any time of the day and has treated us as people and not just an application for finance – something which is often missing in today's business world.

Andrew's tireless efforts and dedication to his work ensured we were able to obtain finance and this has meant our family are now able to move into the next phase in our lives and this is something that we could not thank Andrew enough for.

WHEREVER THERE'S A WILL THERE'S A WAY

SO YOU DON'T HAVE A WILL?

Most people believe that if they die without a Will their estate automatically passes to their spouse.

Think again.....

In Victoria, if a spouse with children dies without a Will, their partner receives the **first \$100,000 and only a third of the balance** of the estate. The rest will be shared between the deceased's children, **regardless of their age.**

Let's look at an example – a wife's estate comprises a half share of the family home worth \$500K, an investment property worth \$400K and \$100K of shares. Her estate is worth \$1m.

What would happen if she died without a Will?

Her husband would only receive the first **\$100K and 1/3 of the balance** ie total \$400K. Her 2 **children would receive \$300K each.**

Now at some point those children may decide they want their share, forcing Dad to borrow or sell the

family home. Unlikely? What if they were adult children and going through a divorce? They may have no choice.

Have you separated but not divorced? Your estate assets could be at risk.....

If you don't have a Will in place, and are not yet divorced, your husband or wife could end up with a significant part of your assets. If you have recently separated you should consider who you would want to receive your assets and have a Will prepared accordingly.

What if the person who died without a Will was in a de-facto relationship but hadn't yet divorced their previous partner? Similar to the above, a formula is applied.

If, for example, the deceased had lived in a de-facto relationship for between two and four years their de facto would receive a third of the partner's share described above. The spouse would receive 2/3 with the children's share remaining unchanged. There is a sliding scale so that after 6 years together the de-facto receives

100% of the share and the spouse nil.

So, if you don't want your assets split according to a government prescribed formula – have your Will prepared sooner rather than later.

Just as a financial plan requires careful consideration of your needs and wants, so too does an estate plan to ensure the end result is the best possible outcome for your loved ones.

Footnote:

This information has been prepared by irongroup solicitors and is of a general nature only. We strongly recommend you seek legal advice regarding the preparation of your Will so that it suits your particular circumstances.



DO YOU WANT TO BECOME A LOAN MORTGAGE BROKER AND BE A PART OF A DYNAMIC TEAM?

Then now is the time for action.

LOANS ACTUALLY is now up and running and can help you get into this professional and rewarding business.

Call us now on 03 9762 4777 and speak to Barry or Glenn about this fantastic new business opportunity.

GET YOUR VERY OWN COPY OF THE NEXT capitalgame

If you would like to be added to our mailing list to receive the next issue of the Lending Specialists newsletter please send us an e-mail with your details to glenn@lendingspecialists.com.au



CLIENT INTERVIEW

Name: Fran Mandergeddes
Title: Conveyancer
Company: Apple Conveyancing
Location: Wantirna Sth 3152

A brief history of your practice/business.

Apple Conveyancing was formed 7 1/2 years ago, following many years working for others in the Legal/Conveyancing professions. We are a small company with only 2 employed staff apart from owner-operators Warren Davies and I

Who are your key staff?

Everyone in our business is a key member of our company. Being small, it is particularly important that we all have a clear understanding of our preferred methods and practices. As we all handle all the files, communication is vital, therefore we discuss files in detail, so that everyone understands what is happening.

What are some of the recent accomplishments you are proud of?

We have successfully negotiated between estranged family members in order to allow the sale of a house to proceed and also helped a client save \$3500 in

stamp duty by carefully timing a settlement to take advantage of available stamp duty rules.

What do you most like about the business you are in?

The files that present a challenge, or are more complicated than the norm. I also derive satisfaction from achieving cooperation and compromise from a party where there was neither at the beginning of negotiations.

When and where did you take your last holiday?

Phillip Island, last Christmas/New Year

What do you most dislike about the business you are in?

Dealing with Banks!

What do you most value about the relationship with your clients?

Only one thing – that precious trust and respect that they have in us and in our company! Without that, we have nothing.

What book/s are you currently reading?

Crime novels, particularly British author: Jane Austen

What do you do for relaxation when you are not working?

Music, theatre, socialising Rotary Club involvement

What are the major future trends in the industry from your viewpoint?

Electronic Conveyancing and Settlements

What are the objectives for your company for the next 3 years?

Hopefully to maintain our place in the industry, perhaps to diversify .

What is your personal ambition for next year?

To travel overseas. To have to work a little less.

What is your favourite quote?

Nothing is impossible, it may just take longer

Your famous last words?

Try to leave the world a better place than when you found it.

LENDING SUPPORT Greg & Kim

You make the decision to borrow and you meet with a Lending Specialists loan consultant. The application is taken.. "What happens next?"

Greg and Kim, our loan support staff members, do more than just answer the phone. This is their story.

They work closely with our loan consultants prior to the submission of the loan, ensuring all the relevant information and supporting documentation is presented in a manner that allows the financial institution to provide a quick response on the loan.

Once submitted, they regularly check with the lender on the progress of the application and follow up on any outstanding items. Generally, once a conditional approval has been received they will arrange valuations.

There are occasions when the bank will ask for additional information during the assessment period, and it is Greg and Kim's responsibility to respond to these requests. Throughout this period they will be in regular contact with the borrower, solicitors, conveyancers and the lenders.

Sometimes, things just don't go to plan. It is on these occasions that Greg and Kim really earn their money. As they have a strong working relationship with our panel of lenders, they will, in conjunction with the loan consultant, discuss the concerns with the various Bank Development Managers in an attempt to resolve any of these issues.

They monitor the loan through until settlement to ensure everything runs as smoothly as possible. (The booking of the settlement is the responsibility of the solicitor/conveyancer).

Of course, the borrower may have a question regarding the loan progress or the loan product itself, and they are both more than capable of answering the majority of these questions.

Greg and Kim also deal with Personal Loan applications. If you are interested in finance for a new or used car, debt consolidation or any other personal finance they are the ones to contact. They can usually have an answer for you within a couple of working days,

TESTIMONIAL DEAN FOX

I can't begin to thank you enough for your help in making me realize my dream of owning my own home.(well with the ANZ)! I don't know how you changed the ANZ's mind, but I doubt I would have got a loan with another bank and I may have lost the house in the process.

You made the whole ordeal, of getting a loan, remarkably painless!

LENDING SPECIALISTS RATE COMPARISON

PRODUCT	INTEREST RATE	COMPARISON RATE
Home Loan (Variable Rate) from:	6.44 % pa	6.53 % pa ¹
Home Loan Professional Pack \$250,000+ from:	6.37 % pa	
Commercial Loan from:	7.35 % pa	
Hire Purchase New Car (over 5 years) from: Equipment Over \$150,000 from:	7.33 % pa 7.35 % pa	
Personal Loan (Variable Rate) from:	11.95 % pa	12.16 % pa ²
Car Loan (Variable Rate) from:	8.95% pa	9.29 % pa ³

¹ Comparison Rate based on a loan of \$200,000 over 25 years. Fees and charges payable

² Comparison Rate based on a loan for \$25,000 over 5 years. Fees and charges payable

³ Comparison Rate based on a loan for \$25,000 over 5 years. Fees and charges payable

* **WARNING** This comparison rate only applies to the examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers are not included in the comparison rate but may influence the cost of the loan.

** Interest and comparison rates current as of 17/11/2004