

# Top 10 home loan best practices 2025

Australia edition



# Why is the home loan market critical in Australia?



**US \$362.9 billion<sup>1</sup>**

New home loan issued in Australia 2024 marking a 21.4% increase from the previous year



**US \$29.76 billion<sup>2</sup>**

Total value of new home loans issued per month in 2024



**US \$642,121<sup>3</sup>**

In September 2024,average new owner occupier home loan amount



**6.27% p.a.<sup>3</sup>**

Average home loan interest rate for owner-occupiers in 2024



**US \$3,962<sup>3</sup>**

Average monthly home loan repayment over 30 years



**US \$159,000<sup>2</sup>**

Average home loan deposit for new first home buyers in 2024



**28,000<sup>2</sup>**

Australian homeowners refinanced their home loans in June 2024



**66%<sup>4</sup>**

Home ownership rate in Australia, 2024

# On average home loans contribute >50% of the total revenue of banks in Australia

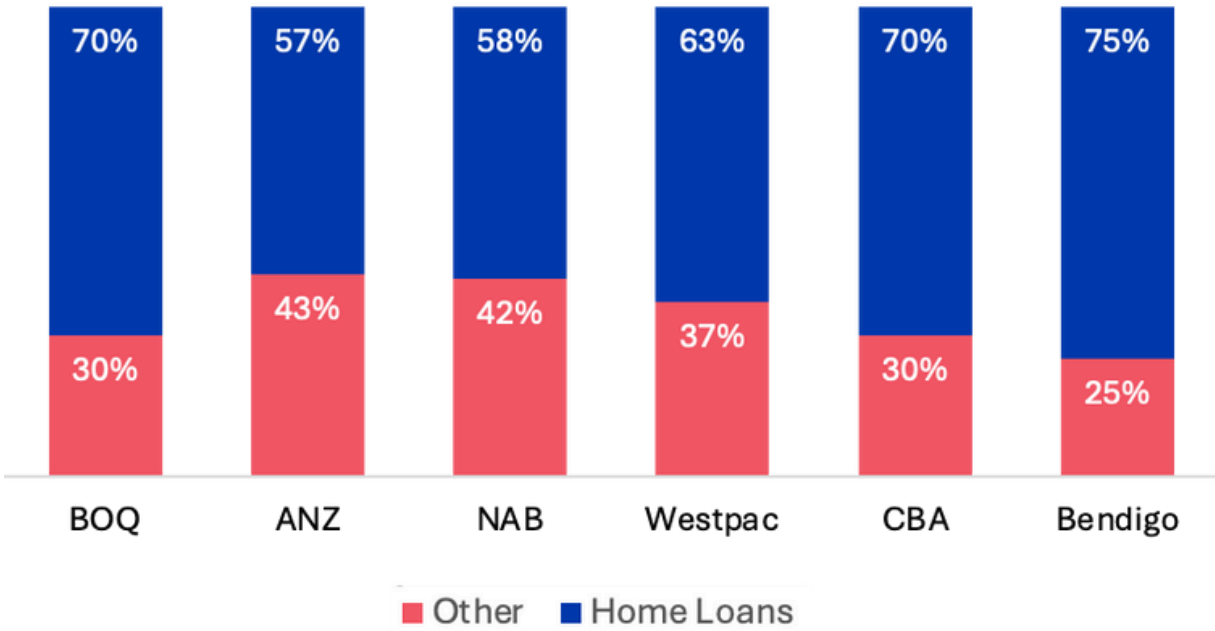
## Loan portfolio analysis of major Australian banks FY-2023

👉 The home loan market remains a key pillar of Australia's financial sector, influencing banking performance and stability.

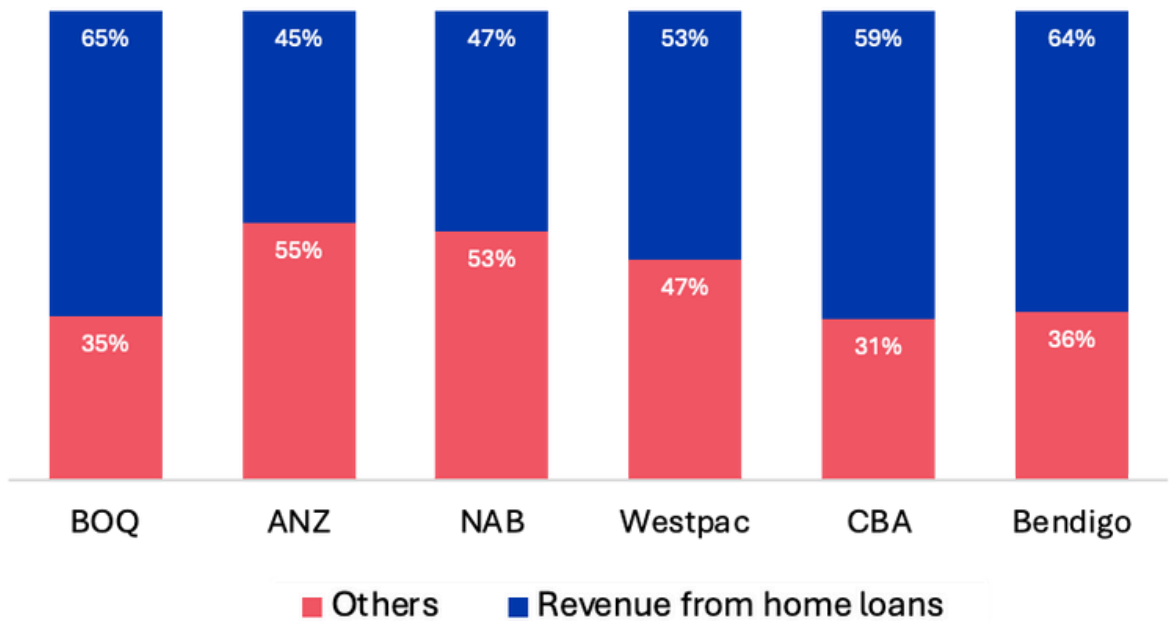
👉 Across all banks, **home loans** account for a significant portion of their total loan portfolio, ranging from **57% to 75%**.

Banks generate **over 50% of their revenue from home loans**, reinforcing the mortgage sector's importance.

Proportion of home loan to total loans



Proportion of home loan revenue to total revenue



# Why home loans dominate Australia's banking sector?

01

**Stable & recurring revenue** – Home loans have long tenures (20-30 years), ensuring a steady stream of interest income for banks.

02

**High profit margins** – Banks earn not just from interest but also from processing fees, penalties, and refinancing charges, making home loans highly profitable.

03











**Sustained market demand** – Population growth, rising property values, and government incentives (e.g., First Home Owner Grants) continue to fuel home loan demand.

04

**Cross-selling opportunities** – Mortgage customers often need home insurance, credit cards, personal loans, and wealth products, increasing overall banking revenue and customer retention.



# 10 home loan best practices

S.No.	Best practice	Bank name
1	10-Minute in-app home loan application	
2	Digital appointments	
3	Custom cost estimator	
4	Live chat with home loan experts	
5	Self service home loan management	
6	Flexible repayment calculator	
7	Digital home contract advice	
8	Personal home loan lending specialist	
9	Borrowing power calculator	
10	Property insights and value report	

# End-to-end home loan journey

## Step 01



### Research & Planning (Day 0-1)

- Search for best home loans & use AI chatbots for queries
- Use calculators for borrowing power, repayments & stamp duty
- Research property trends & first-home buyer benefits
- Get instant pre-approval & book consultations

## Step 02



### Application & Documentation (Day 1-3)

- Start seamless digital application with auto-filled data
- Verify ID using biometrics & MyGov integration
- Upload & validate documents via secure portals
- Track application status in real-time

## Step 03



### Credit Assessment & Approval (Day 3-7)

- AI-powered credit scoring for faster approvals
- Personalized assessments for complex cases
- Instant conditional approval & digital loan offer

## Step 04



### Settlement & Post-Approval (Day 7-14)

- E-sign contracts via DocuSign & receive instant confirmation
- Automated settlement tracking & coordination
- Funds disbursed within 24 hours of settlement

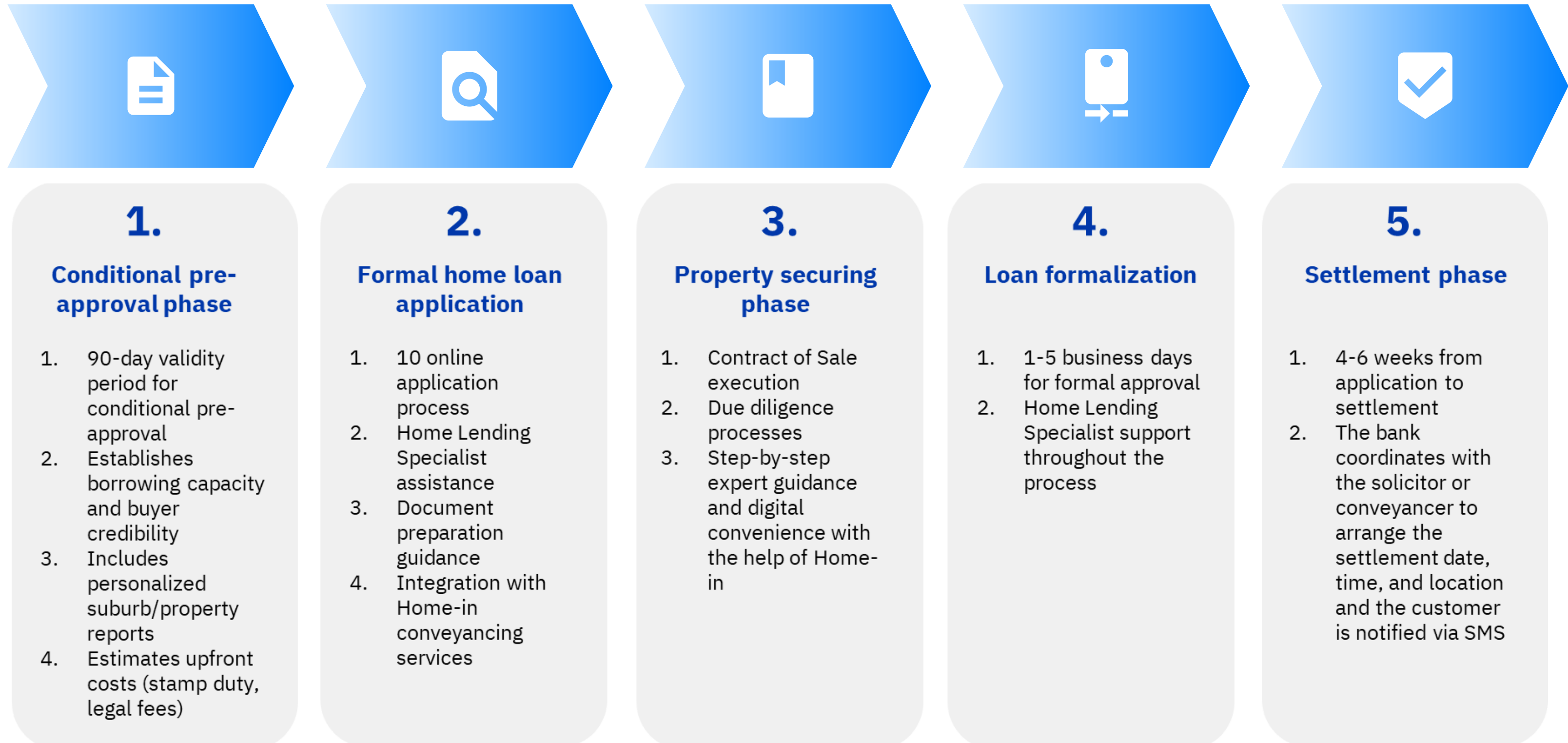
## Step 05



### Loan Management & Engagement (30+ years)

- Smart loan dashboard for tracking & optimization
- Flexible repayments via redraw & offset accounts
- AI-driven insights for refinancing & savings

# Understanding home loan application workflow in Australian banks



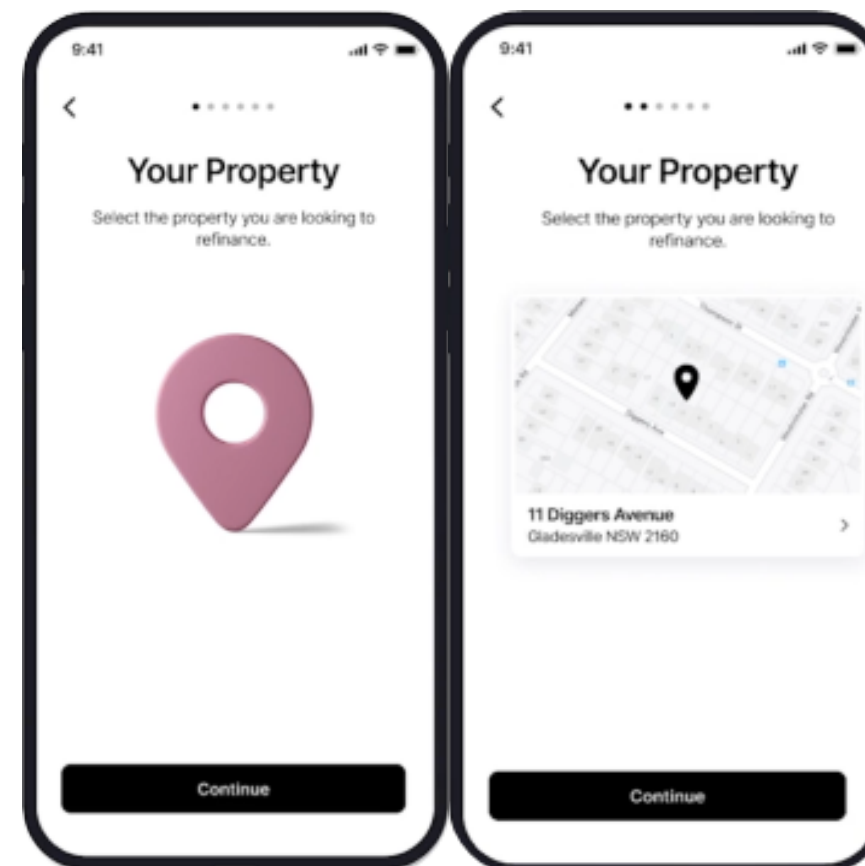
# 10-Minute in-app home loan application journey (1/2)



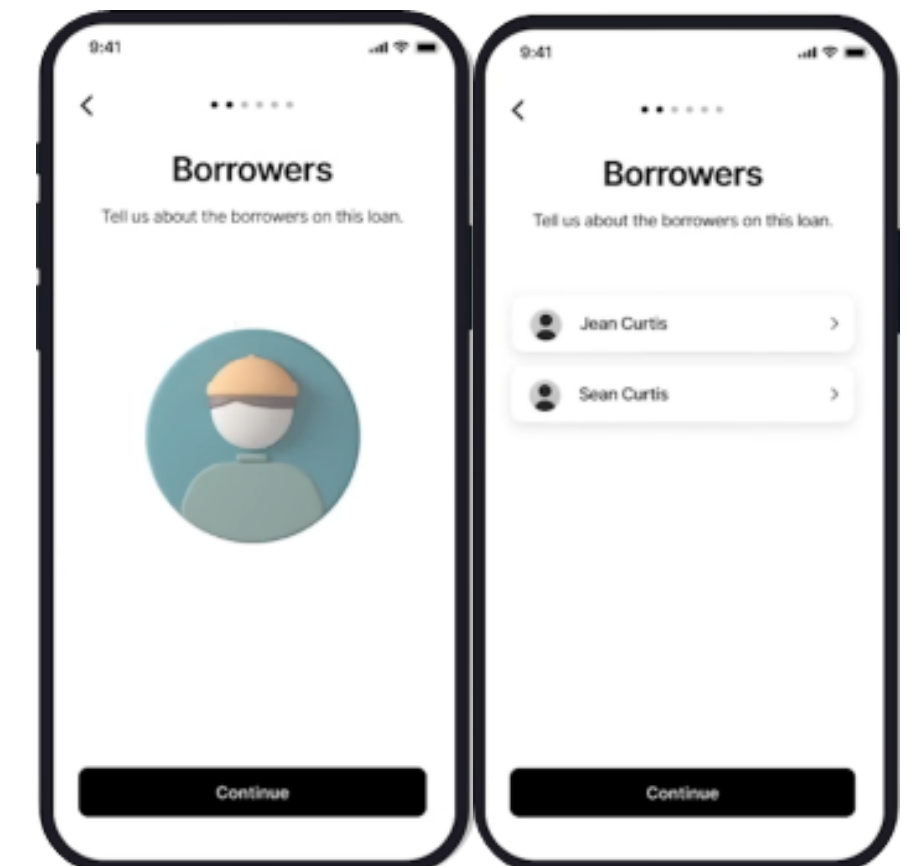
## Smart features for seamless experience:

1. Automated property valuation
2. Digital credit check
3. Digital financial verification (open banking)
4. Biometric identity check
5. Digital signature
6. Digital settlement

## Digital home loan application in 6-steps by Unloan



Step 1. Add your property

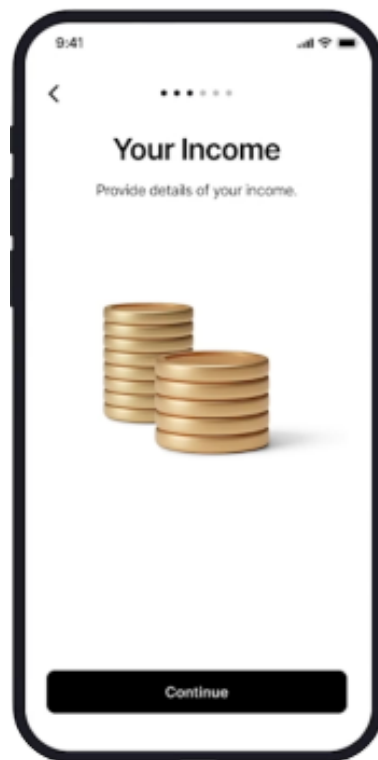


Step 2. Add your details and add your borrowers

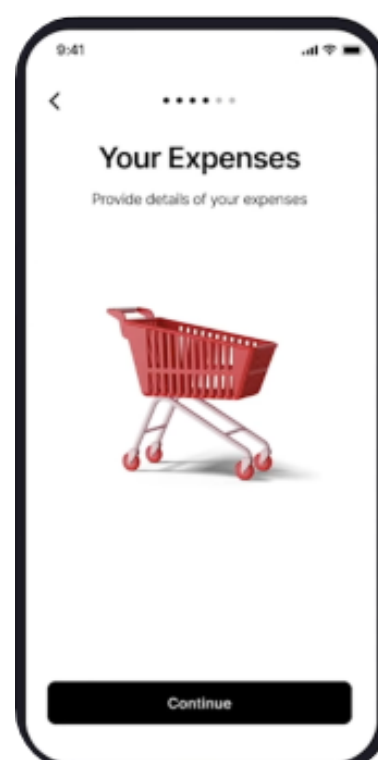
#1

# 10-Minute in-app home loan application journey (2/2)

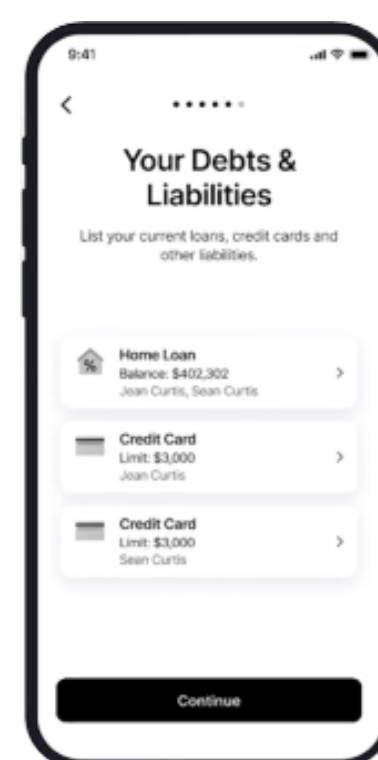
**unloan**  
BUILT BY



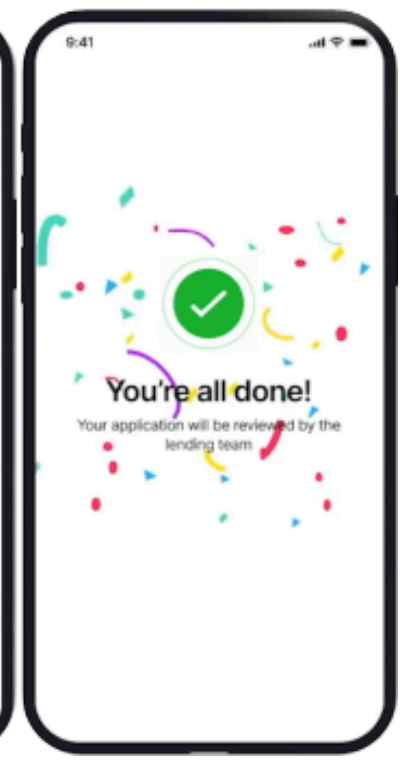
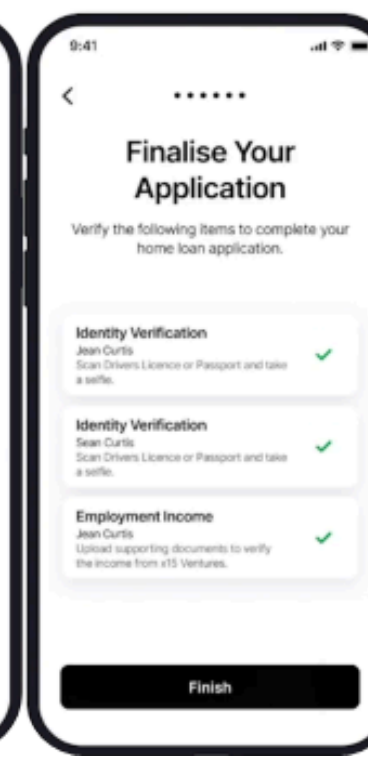
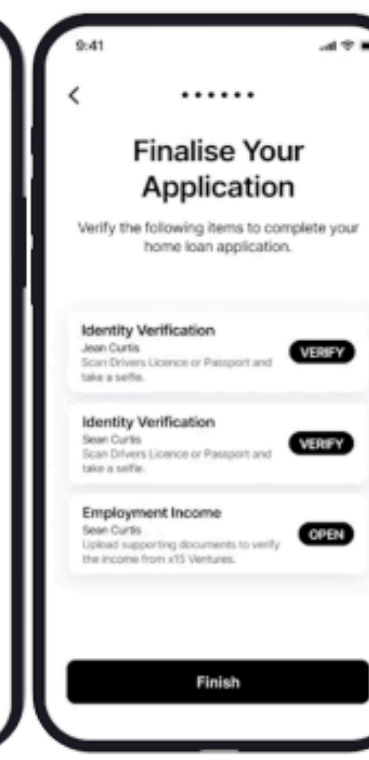
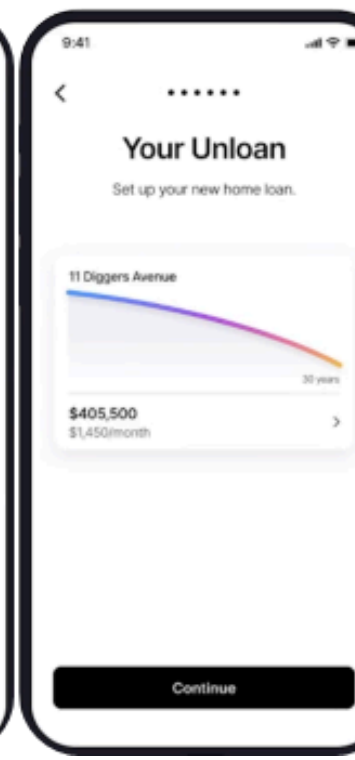
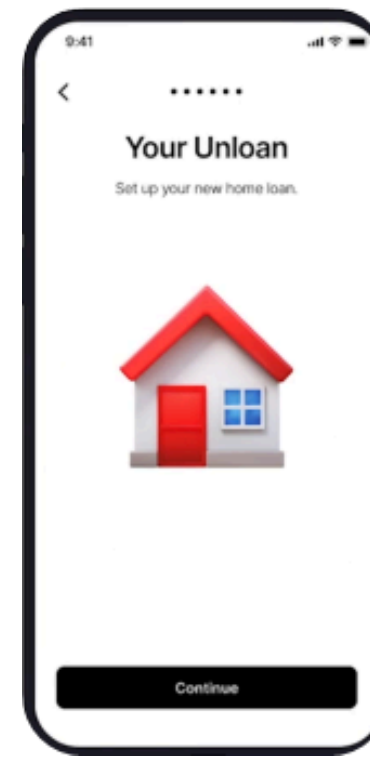
Step 3. Add your income



Step 4. Tell your expenses



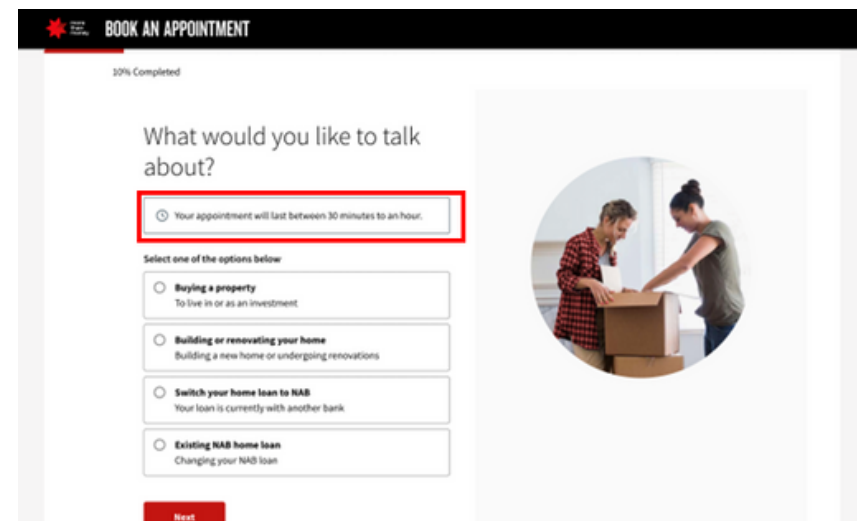
Step 5. Tell any debts and liabilities



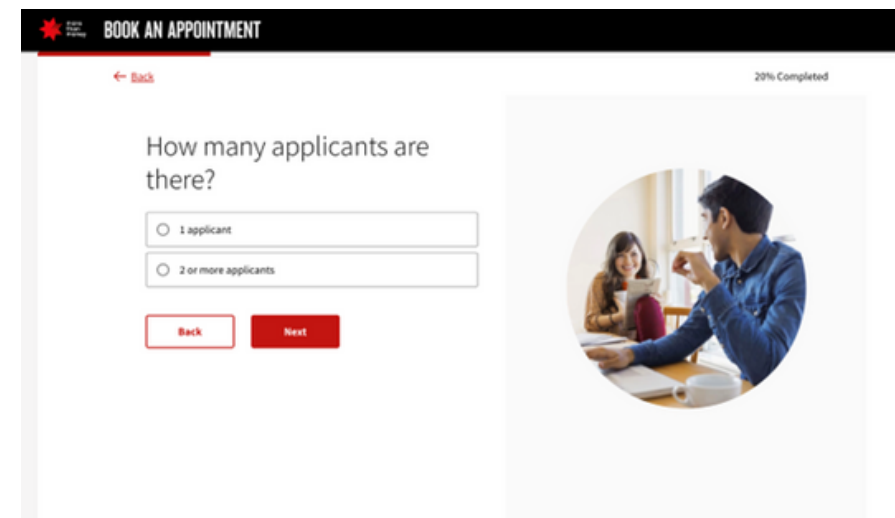
Step 6. Setup your loan, verify your identity, upload income documents to complete the process

#2

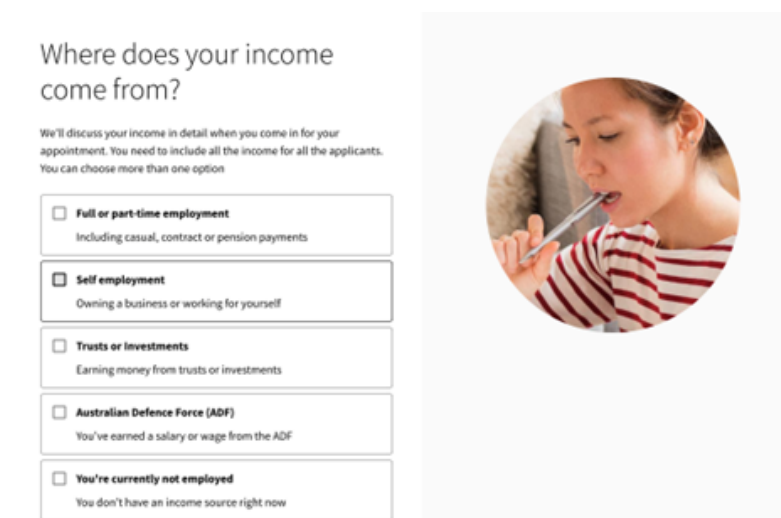
# NAB's smart online appointment scheduling system (1/2)



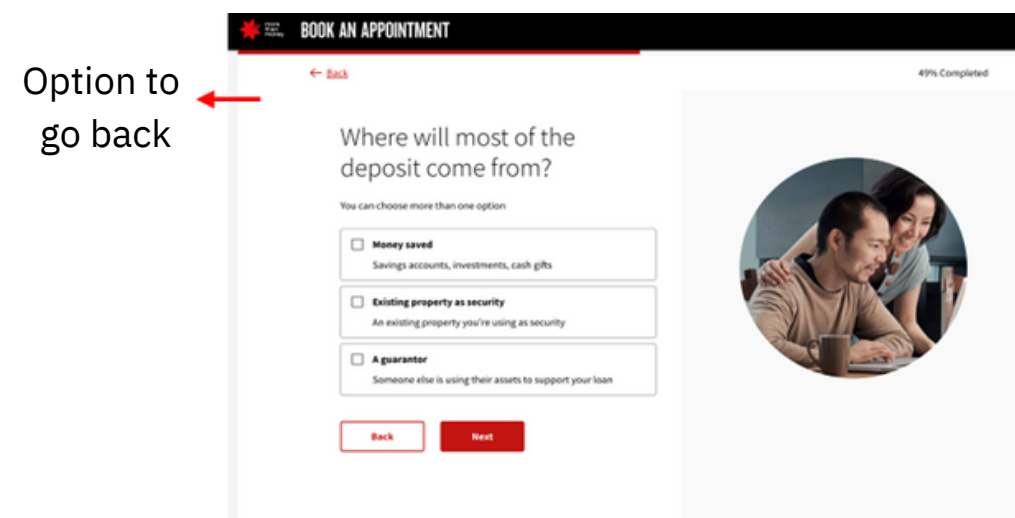
1. Choose reason for appointment



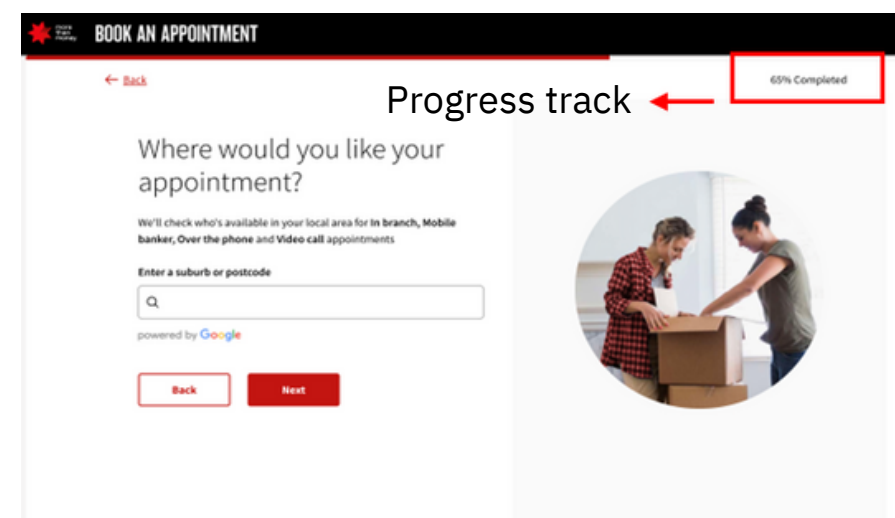
2. Enter detail about number of applicants



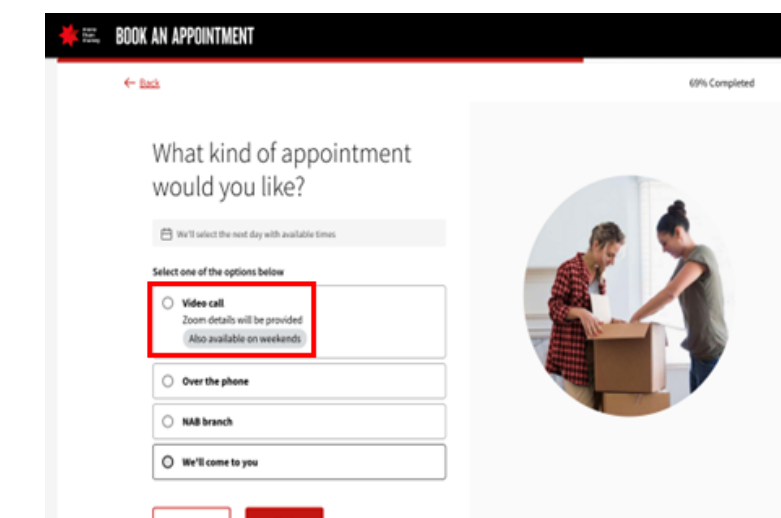
3. Provide source of income



4. Information about major deposit source



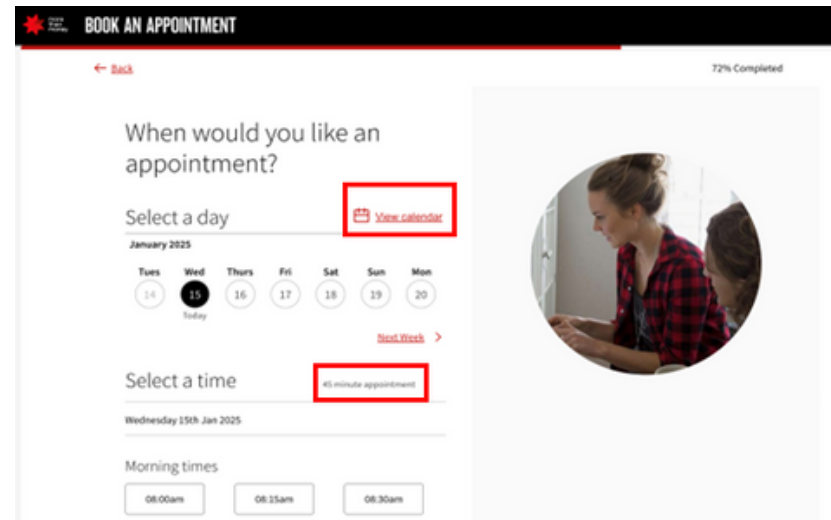
5. Option to search suburb for local appointment



6. Multiple option for appointment with clear information for video call appointment available on weekends

#2

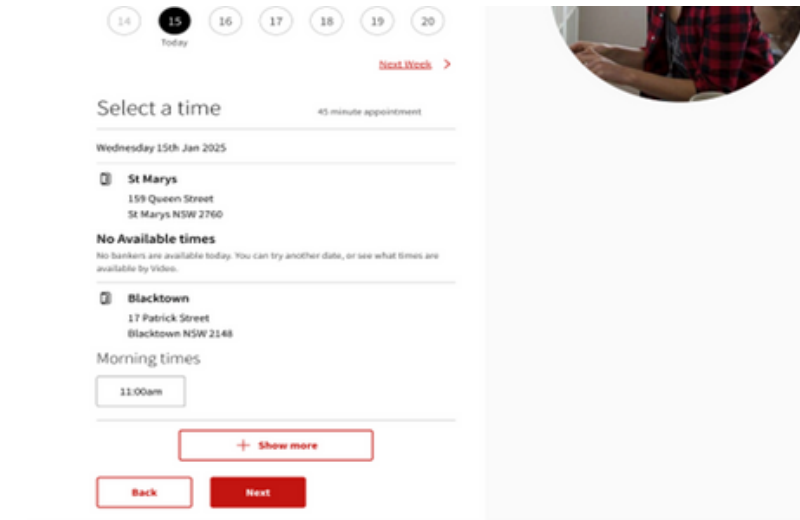
# NAB's smart online appointment scheduling system (2/2) nab



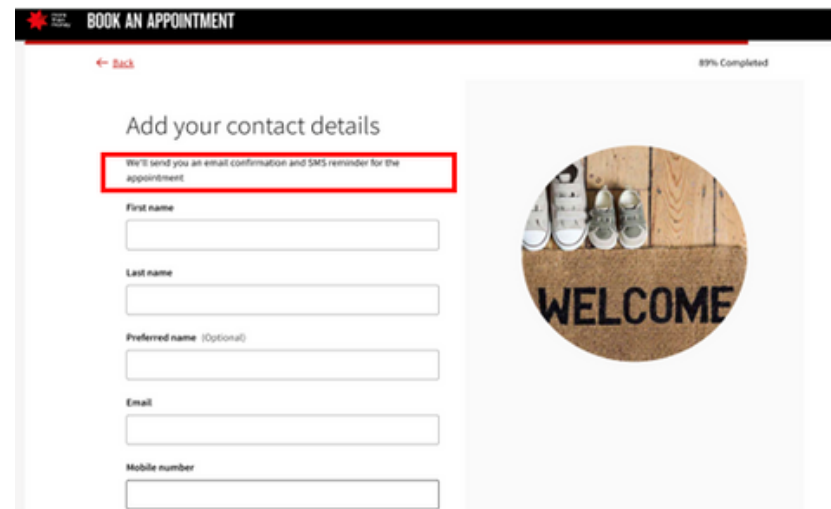
7. Select date for appointment



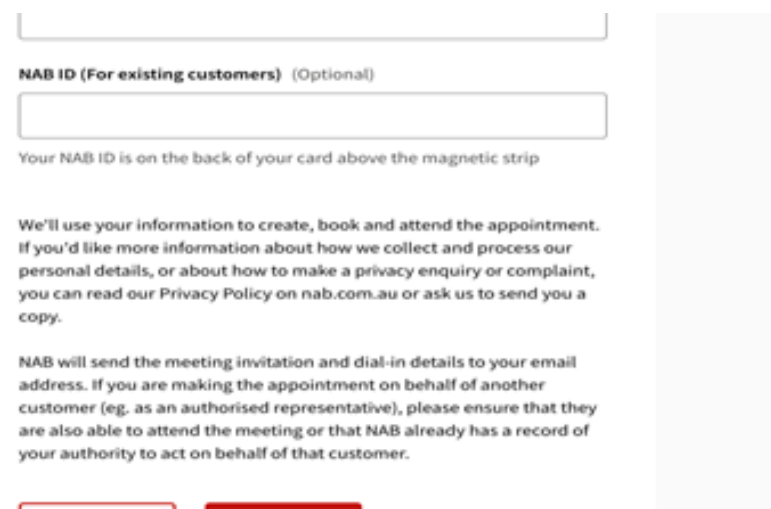
8. Select morning or evening slot with preferred timing



9. Select branch to confirm appointment



10. Add contact details for confirmation information



11. Apply to confirm the appointment

#3

# Total upfront cost estimator from stamp duty to legal fees

twimbit

Commonwealth Bank

- Allows customers to estimate total upfront costs associated with purchasing a property
- Provide information about % of remaining deposit amount after deducting upfront costs and estimated total loan amount.

The image displays three sequential screenshots of the 'Stamp Duty Calculator' web application. The first screenshot shows the input form with fields for property type, location, purpose, savings, and property value. The second screenshot shows the calculated upfront costs of \$42,345 and the remaining savings of \$757,655. The third screenshot shows a detailed breakdown of costs and the final estimated loan amount of \$242,345.

**Stamp Duty Calculator**

In addition to your deposit, there are some other upfront costs like stamp duty and conveyancing to budget for. Stamp duty (or transfer duty) is a tax levy that needs to be paid when you purchase a property or transfer ownership of a property within Australia.

**Input Fields:**

- I'm looking for: a newly built property
- in: NSW
- for: a home to live in
- I have savings of: \$800,000
- for a property worth: \$1,000,000

**Results:**

- Your upfront costs would be \$42,345
- After covering your upfront costs, you'd have \$757,655 savings remaining for a deposit.
- After covering your upfront costs your remaining deposit would be \$757,655
- 75.76% Deposit
- Your estimated loan amount would be \$242,345

**Cost Breakdown:**

Category	Amount
Government (e.g. stamp duty)	\$40,045
Conveyancing	\$1,500
Bank	\$800
Other	\$0
<b>Total upfront costs</b>	<b>\$42,345</b>

1. Enter choice of property, location, purpose of loan, saving amount and property value for cost calculation

2. Upfront cost and savings left for deposit calculated for customer

3. Shows estimated loan amount and percentage of deposit remaining

#4

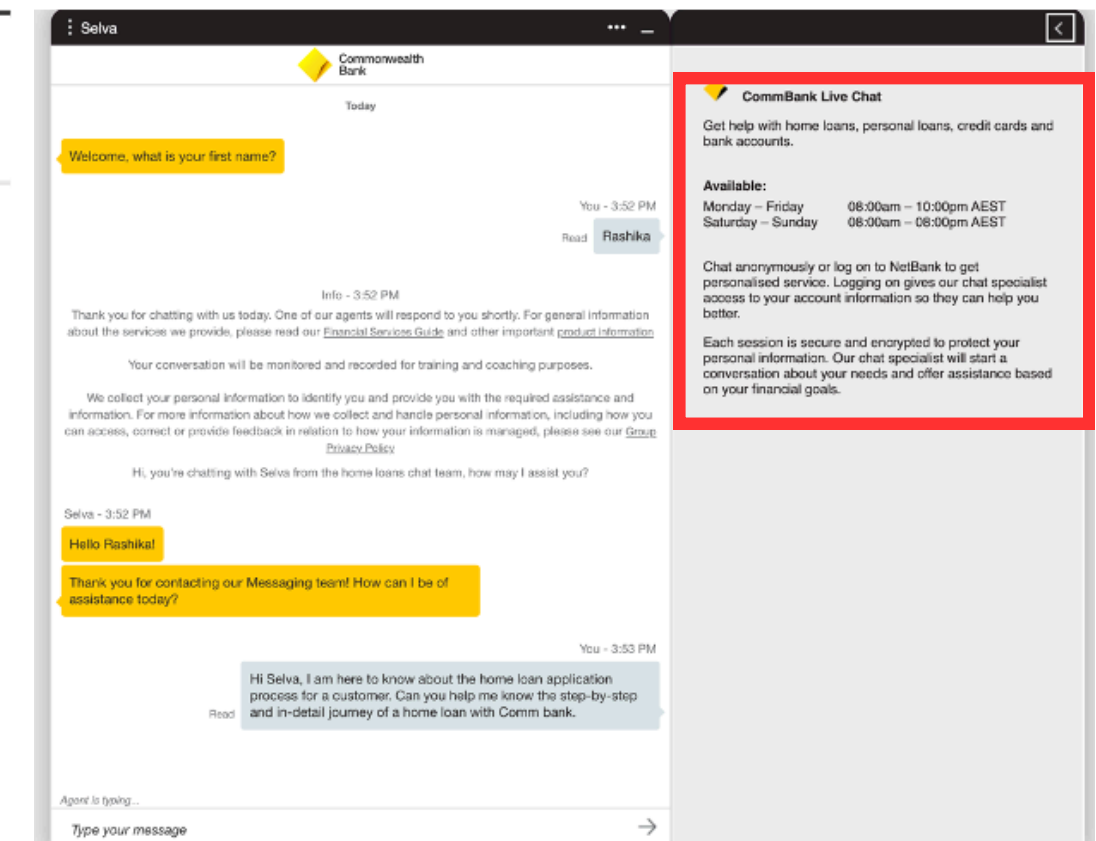
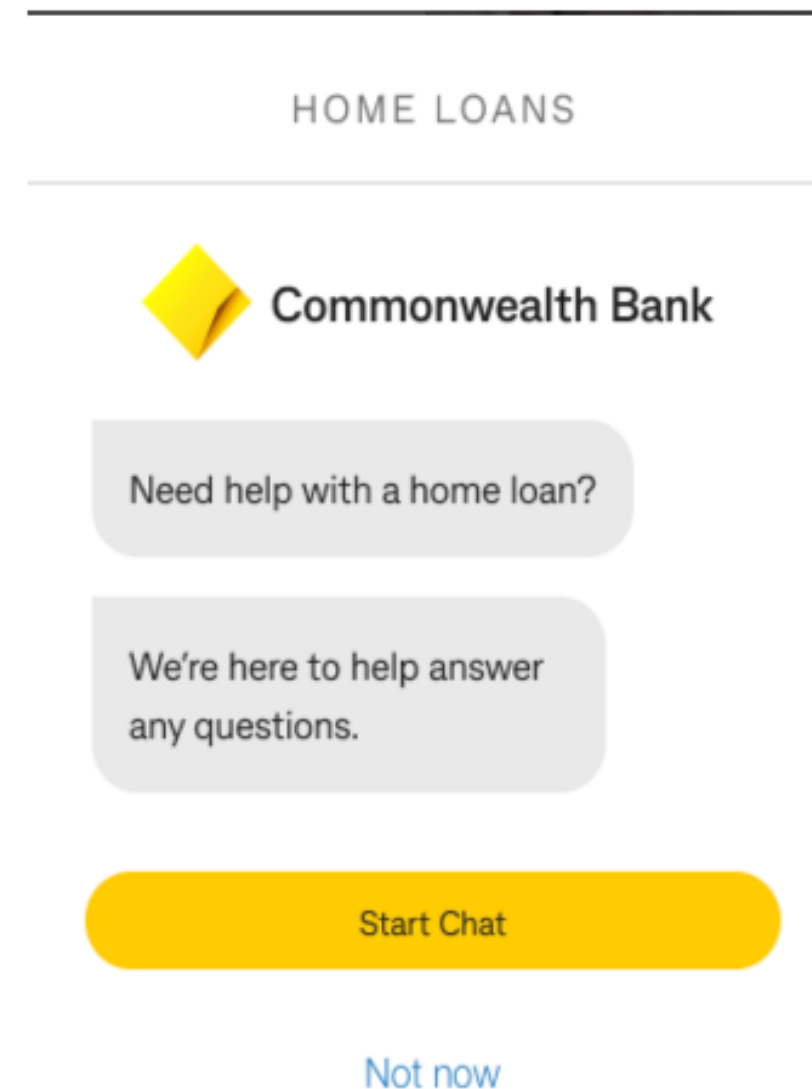
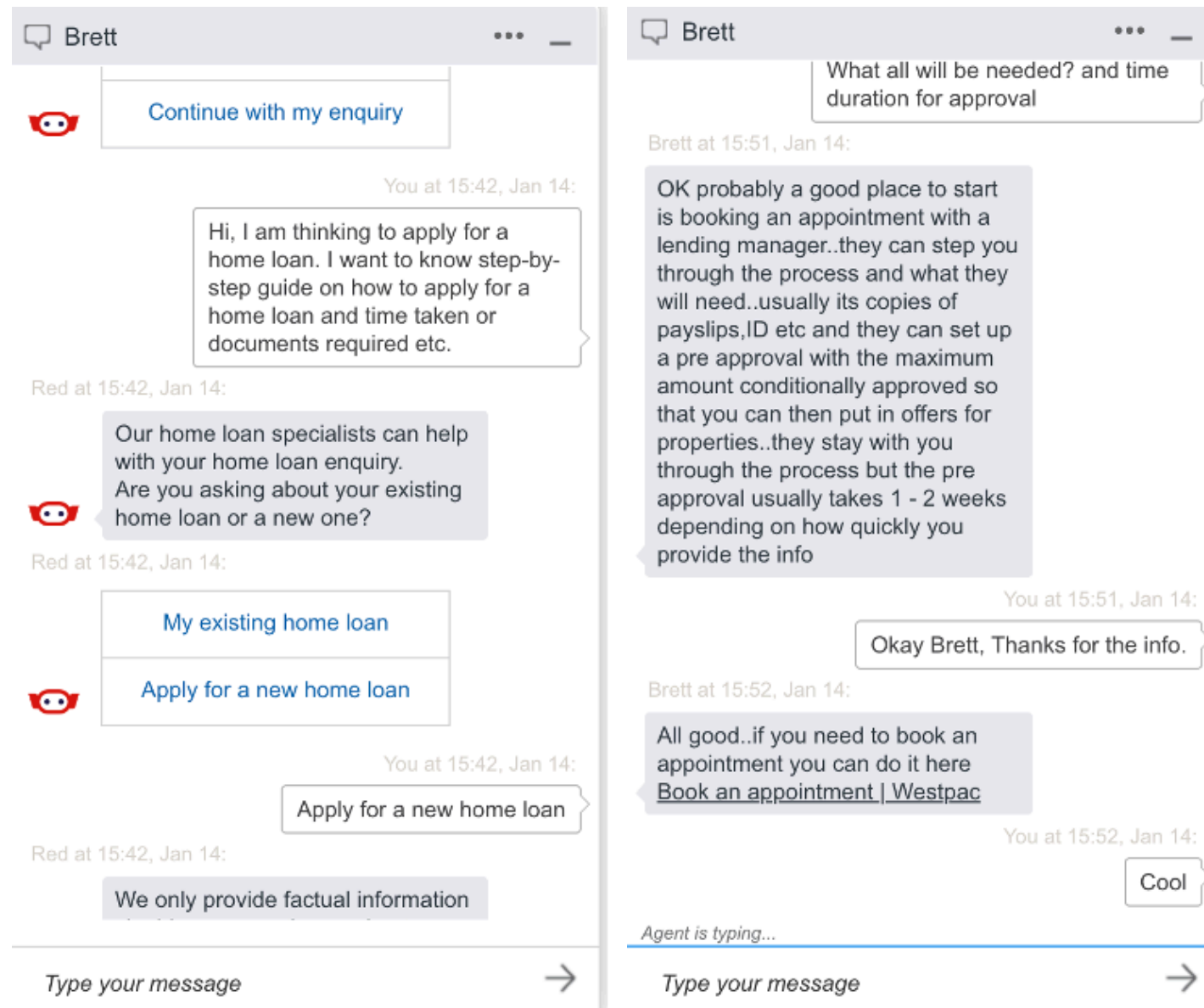
# Live chat with home loan experts via chatbot

twimbit

Commonwealth Bank



Westpac

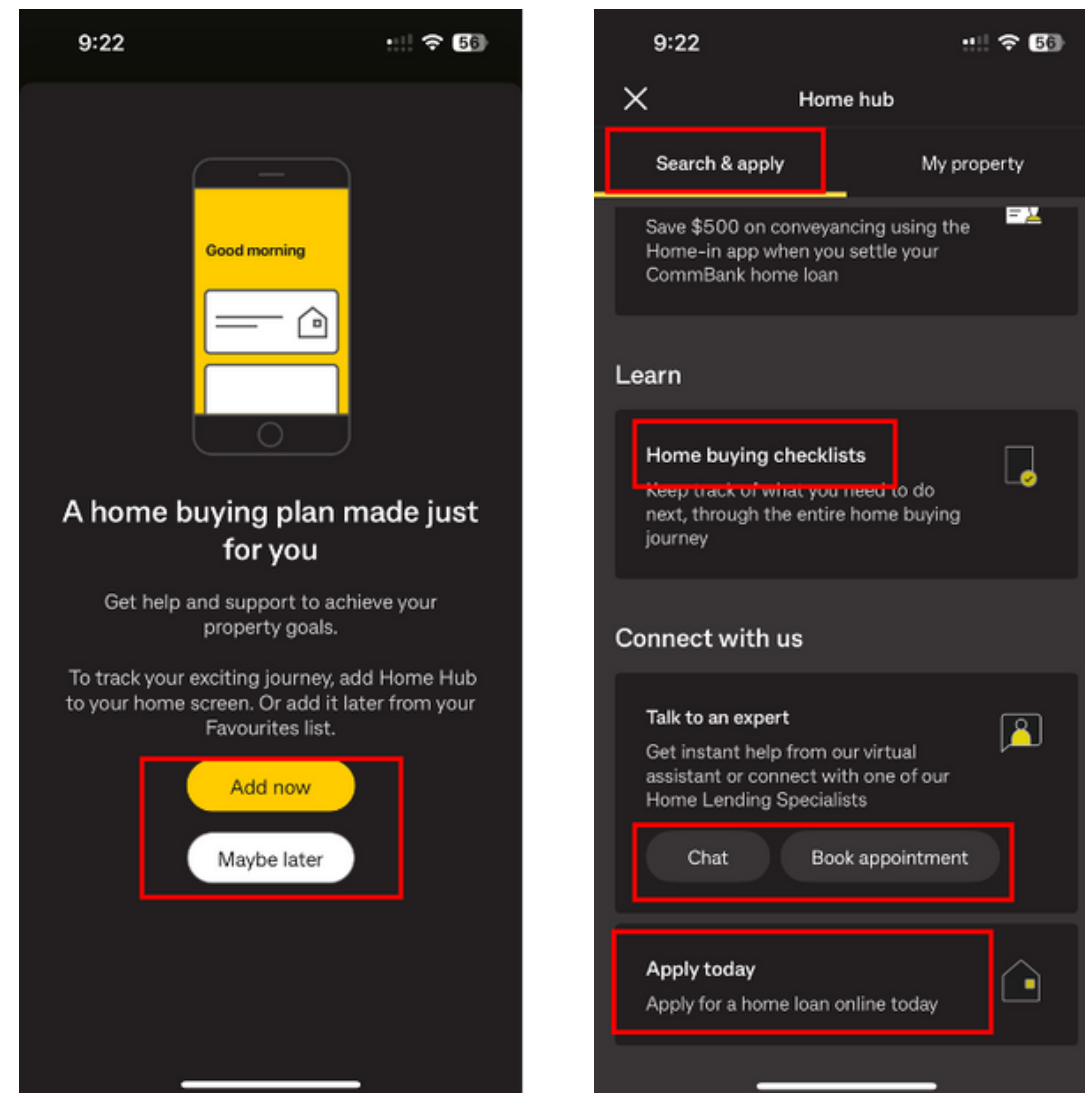


**Westpac:** Allows customer to live chat with agent on website and provide information about appointment booking and application process

**Commonwealth Bank:** Allows customer to live chat with agents with information about live chat time and days and for personalised service log on to NetBank

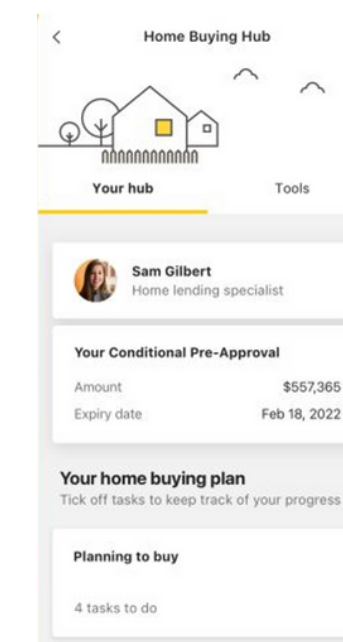
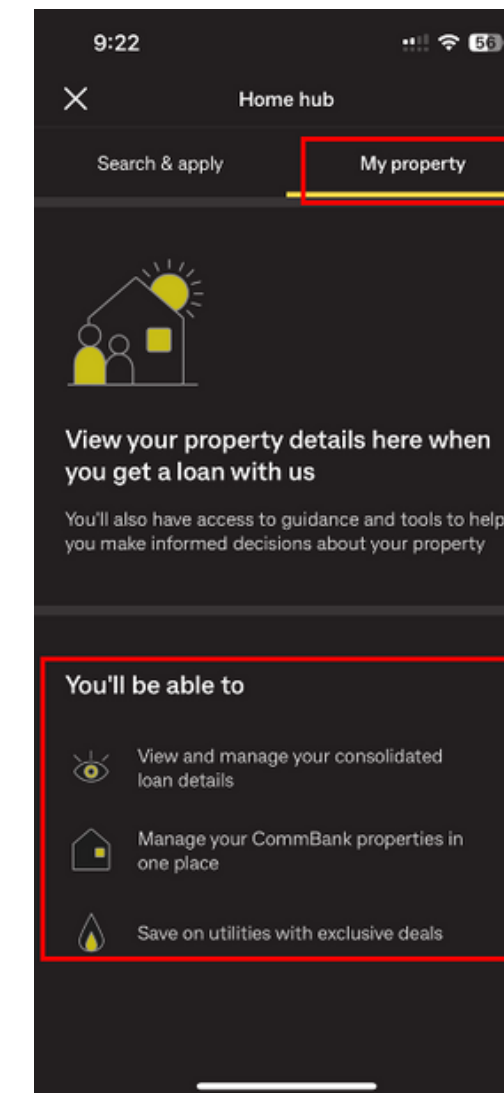


Home hub is a digital property assistant in the CommBank app from understanding borrowing capacity and finding a property to tracking application and managing home loan.



### Search & apply:

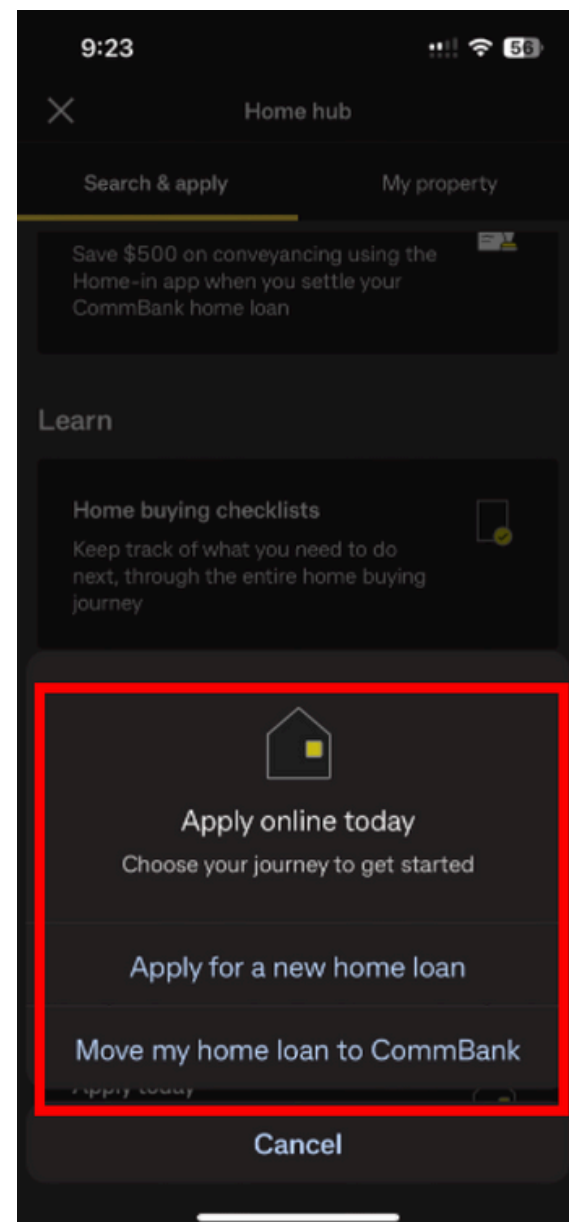
1. **Home buying checklists:**  
Provides a structured checklist to track tasks during the home-buying journey
2. **Connect with experts:**
  - Options for live chat
  - Ability to book appointments with home lending specialists
3. **Apply Today:** Simplified process to apply for a home loan directly within the app



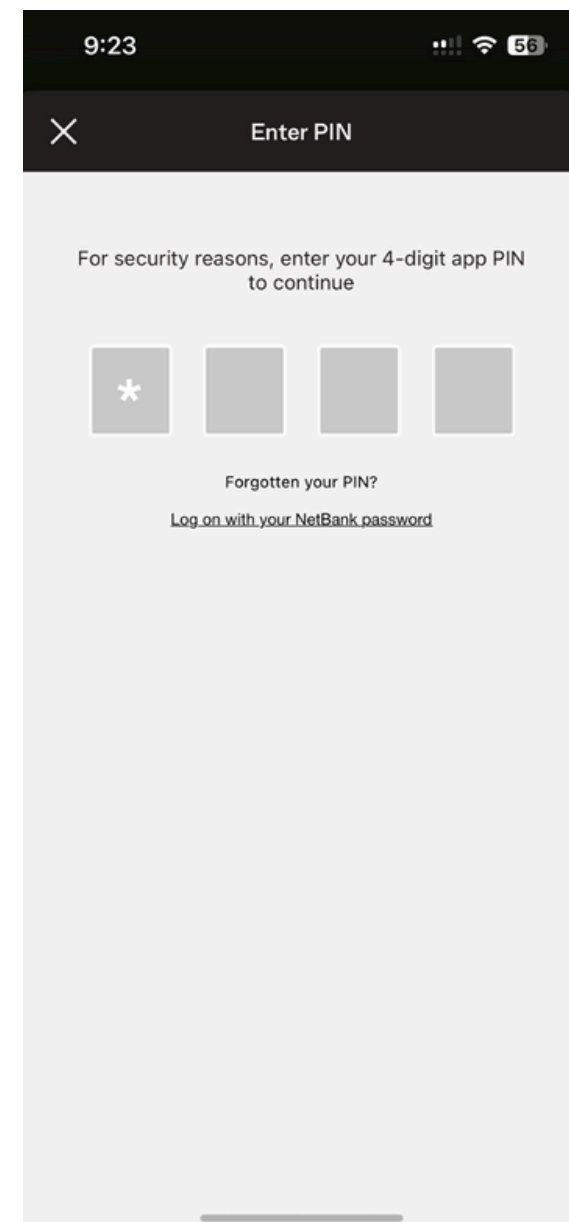
### My property:

1. Enables customers to view property details linked to their loan
2. Allows customers to manage their home loans and properties in one place
3. Provides additional value, such as savings on utilities and other services

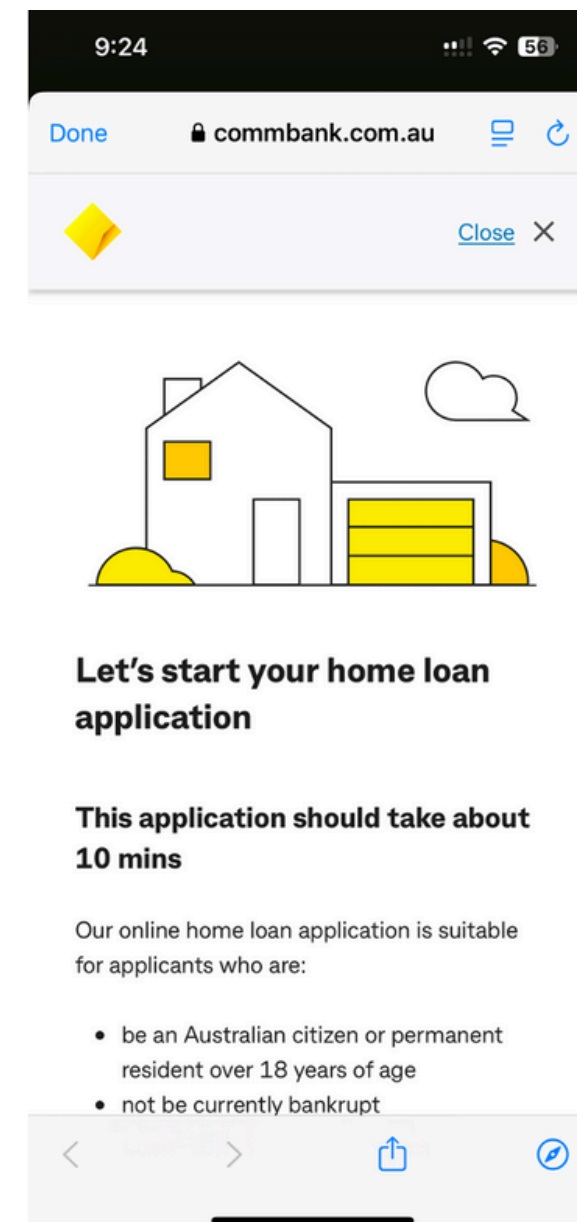
- Customers can add the "Home Hub" to their home screen for quick access
- 2 main sections: "Search & Apply" and "My property"



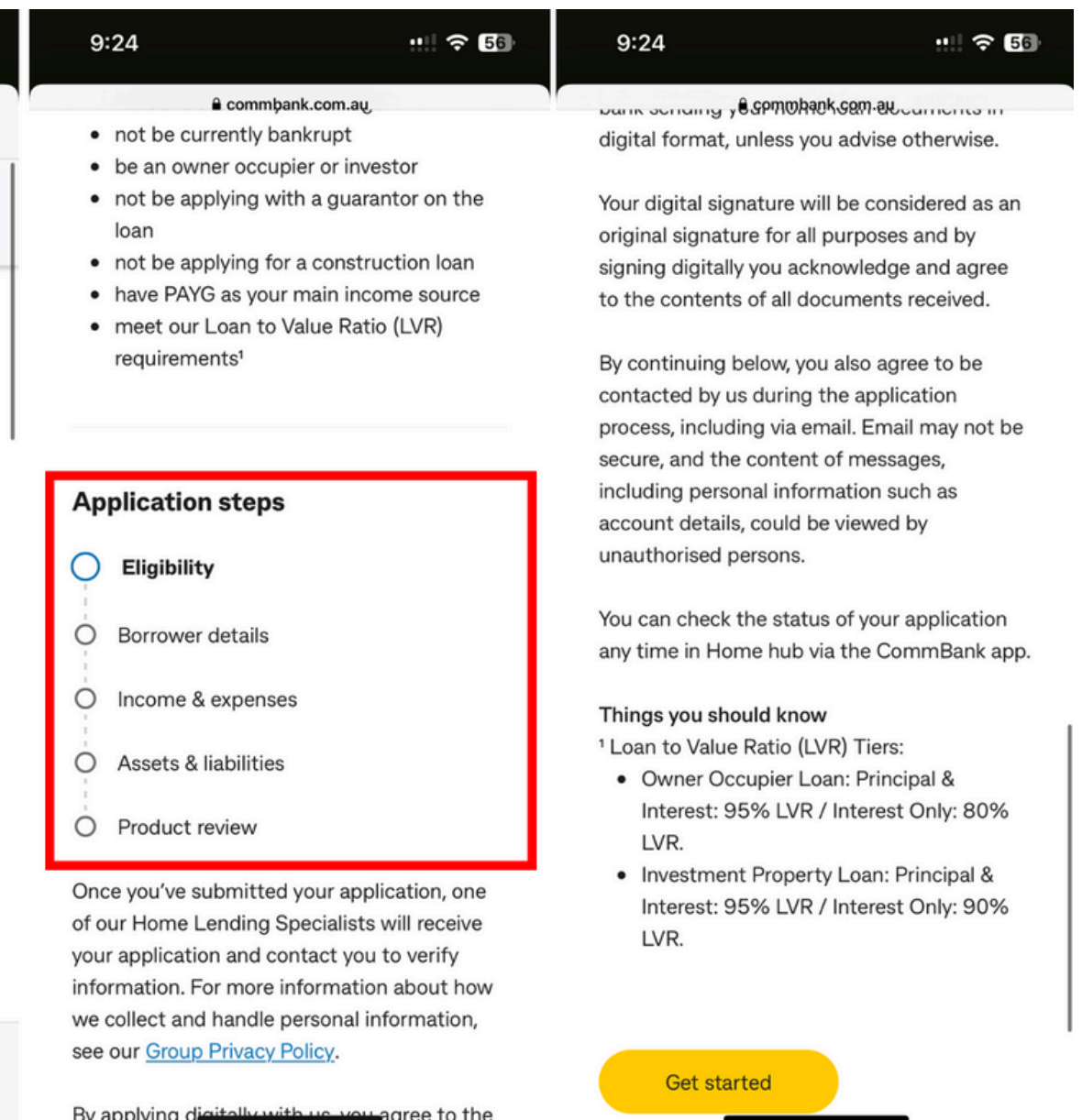
1. Start application process for new home loan or to transfer existing home loan to Commbank



2. Enter 4-digit app PIN



3. 10 min application process guide



#5

# Home loan management in app via Home hub (3/3)

Commonwealth Bank



twimbit

9:25

homeloans.commbank.com.au

Home loan application Close X

**Are your details correct?**

Check your details are correct as we'll use these to contact you and process your application.

Full name  
RASHIKA SETHI

Email address  
rashikasethi21@gmail.com

Mobile number  
XXXX XXX 352

Postcode  
2762

Confirm details

Update details

4. Confirm personal details

9:25

homeloans.commbank.com.au

Home loan application Close X

**Hi RASHIKA, let's cover the basics**

Who is this loan for?

Just me Two of us

What's the purchase price of the property?

\$

If you're still exploring options, enter your best estimate

How much would you like to borrow?

\$

Is this loan for construction of a new property?

No Yes

What is your main source of income?

PAYG

Self-Employed

Super / Other

5. Enter details about borrowers, property value, loan amount required, type of loan and source of income

9:25

homeloans.commbank.com.au

Home loan application Close X

How much would you like to borrow?

\$

Is this loan for construction of a new property?

No Yes

What is your main source of income?

PAYG

Self-Employed

Super / Other

Is there a guarantor on the loan?

No Yes

**Privacy consent**

To process your application, we need your consent to access your [personal information](#). You can read more about this in our [privacy notice](#).

Agree and continue

Share your feedback Contact us

6. Confirm guarantor and "agree and continue" to move forward with application process

- Simplified application with overview in the beginning
- Time taken to complete the application is mentioned
- Predefined options are provided in the application process

#6

# Westpac's weekly, fortnightly & monthly repayment calculator



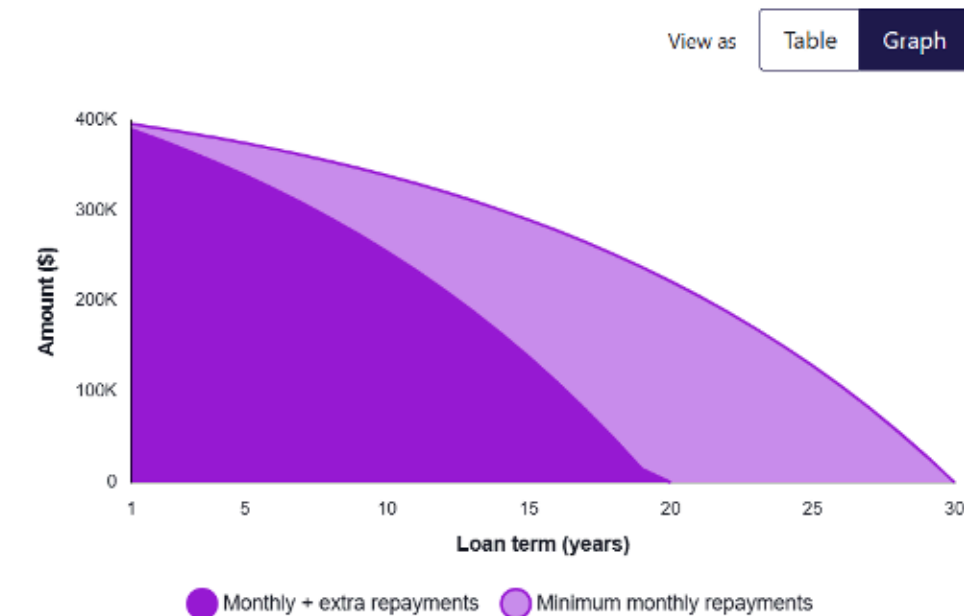
twimbit

Transparent tool for calculating loan repayment that help borrowers understand the implications of early repayment.

Westpac website interface showing the loan calculator. The main input is "How much would you like to borrow?" with a value of \$400,000. Below this, "Your estimated repayments could be" is shown as \$2,513, with a dropdown menu set to "Monthly". To the right, "Home loan options" are listed, including "Repayment type" (Principal & Interest), "Interest rate type" (Variable), and "Interest rate" (Comparison rate\* 6.45%). A "MESSAGE US" button is visible at the bottom right.

Flexible repayment schedule options. Info. about comparison rate. Clear CTA to apply online or Chat

## What your repayments could look like



## Want to pay off your loan sooner?

Extra monthly repayments ?

\$ 500

Loan term reduction

**10 years, 7 months**

Additional interest saved

**\$203,023**

Your total estimated repayments

**\$3,013** monthly

## A summary of your loan

	Repayment	Total interest charged	Total repayments	Loan term
Monthly + extra repayments	\$3,013	\$301,863	\$701,863	19 years, 5 months
Minimum monthly repayments	\$2,513	\$504,886	\$904,886	30 years

Option to enter extra monthly repayment. Can view repayment summary in form of graph or table

#7

# Digital home contract advice via Home-in app

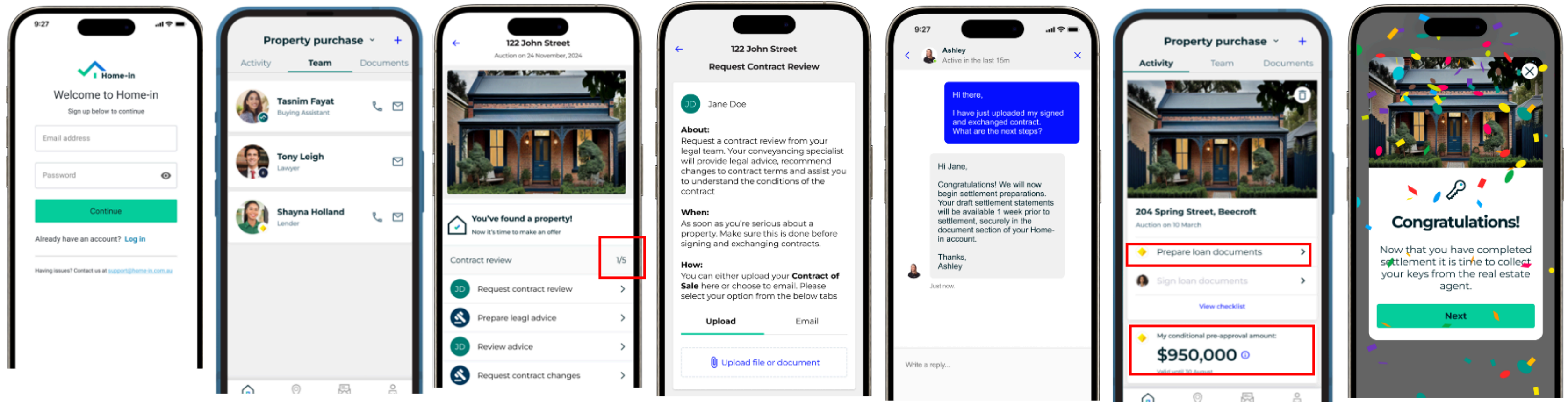
Commonwealth Bank



## What it offers?

- Conveyancers and lawyers with years of experience and local expertise
- Virtual home buying concierge that simplifies the complex process of buying a new home
- Support at every step in the home buying journey
- Digital convenience
- Savings on conveyancing fees

## Home-in: How it works?



1. Free account creation

2. Contract advice from home buying assistants

3. Defined 5 steps for contract review

4. Upload documents within the app for contract review and negotiate with the experts

5. Get ready for settlement

6. Get loan documents ready in-app and info. about pre-approved loan amount

7. Collect your keys


#8

# Personal home loan lending specialist ANZ

ANZ Mobile Lender is a service by ANZ Bank that allows customers to meet with a home loan specialist at a time and place that suits them, including their home or office. Mobile lenders provide personalized assistance for home loan applications, refinancing, and mortgage advice, making the process more convenient for customers.

### Rahath Ferdose

[Return to search results](#)



**ANZ Mobile Lender - Principal**

Burwood, Manly, NSW  
Speaks Bengali, English

#### About me

I moved from India at the age of 18 for tertiary studies in Business/IT at the University of Wollongong. I explored a career in IT, however I realised that I enjoyed customer interaction more than working with computers. I soon switched to the finance...

[Show more](#)

#### Get in touch

0401 265 715 [Email me](#)

#### Request a callback

Complete and submit this form, and our ANZ Mobile Lender will be in touch within 24 hours.

First name	Last name
<input type="text"/>	<input type="text"/>
Email	Mobile number
<input type="text"/>	<input type="text"/>
Best day to call (optional)	Best time to call (optional)
<input type="text"/>	<input type="text"/>


Personal information about the mobile lender near borrowers address is provided beforehand with languages known

### Find an ANZ Mobile Lender

Please enter suburb, postcode or name

Manly (NSW), 2095

1 result found for Manly (NSW), 2095




**Rahath Ferdose**  
ANZ Mobile Lender - Principal  
Manly, NSW  
Speaks Bengali, English

[Request a callback](#)  
0401 265 715  
[Email me](#)


[See full profile](#)

### Confirm appointment

**Tomorrow** Tuesday 14 Jan at 9:30am  
Allow up to 60 minutes for your appointment



**Owen Taunton**  
Home Lending Specialist

 Riverstone Branch NSW  
3 Garfield Rd East  
Riverstone NSW, 2765

Owen will use these details to get in touch prior to your appointment

Mobile 04\*\* \*\*\* 352  
Email \*\*\*\*\*1@gmail.com

If your contact details are incorrect, please give

[Confirm appointment](#)

Commbank also provide name of home lending specialist

#9

# Discover your loan potential with borrowing power calculator

**Commonwealth Bank**

## Borrowing Power Calculator

Enter your income and expenses to estimate how much you may be able to borrow for a home loan.

Borrowing calculator

Repayment calculator

Stamp duty calculator

Refinance calculator

About me

This loan is for

It's just me

Number of dependants

0

0

children (under 18)

adults (18 and over)

I'm looking for

a home to live in

My income

I earn (before tax)

0

Per year

(Annual income before tax)

+ I receive rental income

(Income you receive from an investment property)

+ I earn other income

(E.g. regular bonus, overtime, dividends)

Expenses

Bills & living expenses

0

Per month

(E.g. food, electricity, transport, education, entertainment)

+ I'll be paying rent after I buy a property

(If you'll pay rent once you buy a property)

Current loan repayments

0

Per month

(If you already have a home loan)

Other loan repayments

0

Per month

You may be able to borrow up to

\$0

\$150,000

\$0

Principal and interest repayments

\$0

Per month

Loan over

30 years

Based on a

6.34% p.a. Standard Variable Rate Home L

Enter your own interest rate

(Comparison rate: 6.72% p.a.)\*\*

Loan to Value ratio (LVR) is the total amount you have borrowed for your loan as a percentage of your property value. Minimum borrowing amount is \$10,000 to be eligible for a home loan. Wealth Package rates require a minimum initial package lending balance of \$150,000.

Why apply for conditional pre-approval?

Get conditional pre-approval so you can confidently find your property. Chat to one of our lenders or start your application online in 10 minutes.

What you'll get

- A tailored interest rate when you speak to us
- Market news & insights for suburbs you're interested in
- Ongoing expert lending support
- An estimate of how much you can borrow based on the information you provide

Book an appointment

Check conditional approval

You may be able to borrow up to

\$44,828,100

\$150,000

\$44,828,100

Principal and interest repayments

\$386,569

Per month

Loan over

15 years

Based on a

6.34% p.a. Standard Variable Rate Home L

Enter your own interest rate

(Comparison rate: 6.72% p.a.)\*\*

Loan to Value ratio (LVR) is the total amount you have borrowed for your loan as a percentage of your property value. Minimum borrowing amount is \$10,000 to be eligible for a home loan. Wealth Package rates require a minimum initial package lending balance of \$150,000.

\$10,000

Principal and interest repayments

\$386,569

Per month

Loan over

15 years

30 years

25 years

20 years

✓ 15 years

10 years

5 years

Based on a

6.34 % p.a.

Back to CommBank rates

Provide details like no. of borrowers, dependents, income, expenses, other loan repayments to calculate borrowing amount

Options for repayments schedule with customize interest rate

#10

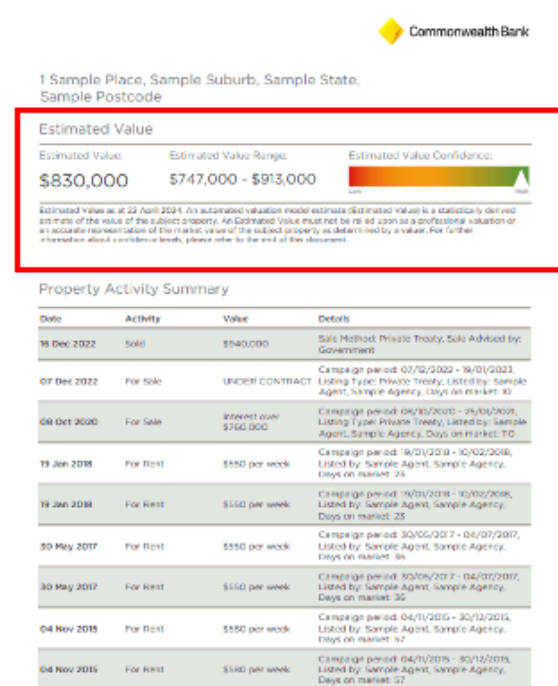
# Unlock property insights and value report via Home Hub in app

Commonwealth Bank

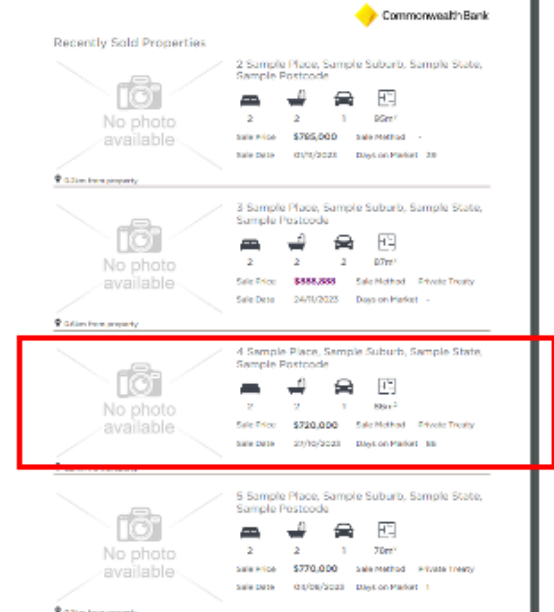


twimbit

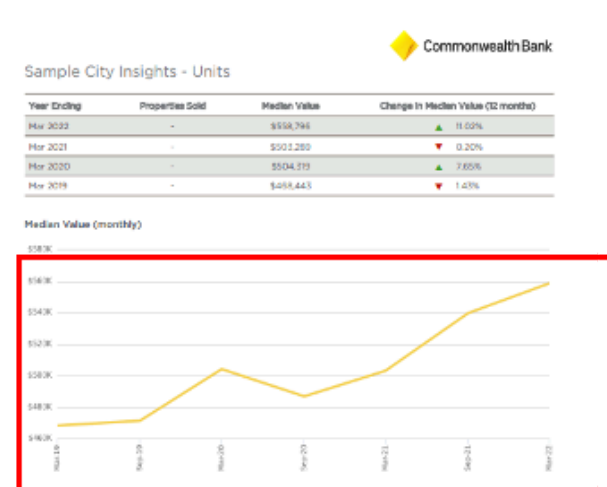
Property insight and value report service offers detailed insights for home buyers and sellers, leveraging CoreLogic data to provide property estimates, suburb profiles, recent sales, and rental information.



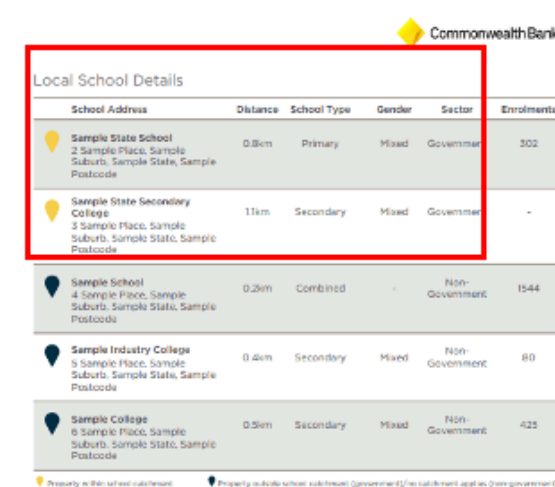
Property worth with recent comparable sales and estimated value of property



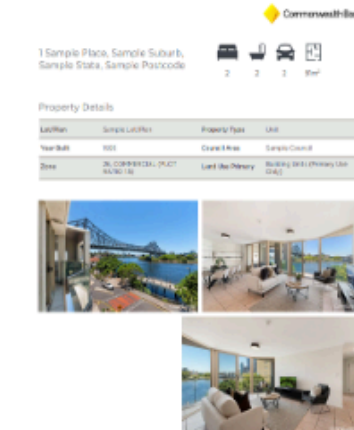
Lenders can conduct a radius search from a specific property to find comparable properties nearby



For investment properties, view comparative rentals, weekly prices, rental yield, and capital growth.



Lenders create custom 'territories' on an interactive map to find homes near desired locations like schools or workplaces.



Property details with demographic profiles



Innovate to deliver  
**exceptional experiences**

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