

What's changed

On **Friday 10 November 2017**, CommBank introduced a new fill and print version of the Discharge/Refinance Authority Form. The new form is available on CommBank.com.au.

The online form provides clearer instructions and tips, editable fields and the ability to add multiple Borrowers and Guarantors.

You will no longer be required to complete the Discharge/Refinance Authority (000-610) paper form.

What you need to know

You can now use the online Discharge/Refinance Authority Form for:

- Residential properties
- Releasing a property being sold
- Refinancing a loan to another Financial Institution
- Releasing security when the loan has been repaid
- Partial releasing of securities i.e. cash or residential properties
- Substituting an existing security with another security
- Releasing a guarantor from a home loan or line of credit

The online Discharge/Refinance Authority Form replaces the need to complete the following forms:

- Discharge/Refinance Authority (000-610)
- Security Documents Release Authority for Home/Investment Home Loans and Line of Credits (005-585)

Note: You will be required to have the customer re-identified at a branch when requesting a substitution on an existing security with a new security.

The Discharge/Refinance Authority (000-610) and Security Documents Release Authority for Home/Investment Home Loans and Line of Credits (005-585) forms will continue to be accepted if completed, signed and dated on or before **Friday 15 December 2017**.

The online form now contains mandatory fields and you will not be able to progress if any of the mandatory fields have not been completed.

Any handwritten changes on the online form will not be accepted, and a new online Discharge/Refinance Authority Form will need to be completed if any of the following information is missing:

- Borrowers, Guarantors, Directors or Trustees information is missing
- The security to be released information is missing
- During the refinance process, the customer has changed to a different Financial Institution from the one they originally advised

Before printing the form, ensure all relevant parties to the loan sign the printed form and continue to email all signed Discharge/Refinance Authority forms to cbadischarges@cba.com.au. An automated email reply from Group Lending Services confirming receipt and outlining the next steps. The Group Lending Services team will continue sending SMS and email updates to customers at stages of the Discharge process including if a new form is required.

Please ensure any internally housed links/forms are updated to reflect the online Discharge/Refinance Authority Form version found at www.commbank.com.au/loandischarge from **13 November 2017**.