



Mortgage Discharge Request

Switching lenders or selling your home? Want to discharge your mortgage? No problem. We just need to ask a few questions about why you're leaving us.

Each customer must sign a discharge request form. Joint borrowers can either sign the same form or separate forms.

Keystart needs a **minimum of 10 business days** to process a completed mortgage discharge request. Please email your completed form to discharges@keystart.com.au

Section 1: Your property address

Section 2: Your loan number

Section 3: Your reason for leaving

Refinancing with

Fill out all sections except Section 4

Selling the property.

Fill out all sections

Paying out the remaining loan amount with my own funds.

Fill out all sections except Section 4

Section 4: Expected sale price

This is just an estimate, but be realistic. We're asking so we can check if there may be a shortfall (which is when the money from the sale is less than all amounts owing to us). If there is, don't worry – we can still complete the discharge. One of our team members will get in touch to discuss your options. Payment plans are available.

\$

Section 5: Refunding accidental payments

Please don't make any payments to us in the four days before settlement. Your new lender or your settlement agent can tell you when settlement is meant to happen. If you accidentally pay us within those four days, we'll need to know where we can send the refund.

Back to the direct debit account we have on our system

The details are on a different Mortgage Discharge Request form

To this account:

BSB

Account number

What percentage of the refund should go to this account? 100% Other: %

If more than one mortgage discharge request form is being used and the percentage you enter, plus the percentage(s) on any other form(s) doesn't add up to 100%, we won't be able to release any of the refund until the percentages do equal 100%. Your mortgage discharge request will still be processed and only the return of any refund will be affected. Unclaimed money will be sent to the WA Treasury.



Section 6: Contacting you after settlement

We'll need an email address or your new mailing address if you are moving out of the property so that we can send you any important notices.

I am/we are not moving.

You can contact me/us via:

Email

Postal address

Section 7: Declarations and signature

I/we authorise Keystart, its agents and any contractors of Keystart's agents to:

1. Provide my/our solicitors/conveyancers, refinancers, financial institutions and/or any other persons who will facilitate the discharge (or their appointed agents) with:
 - a. the amount(s) required to pay out the loan;
 - b. any information required about my/our loan, the property and the security; and
 - c. a discharge of mortgage regarding the property.
2. Remit any refunds as instructed in this form, or to the account(s) and/or in the portions as otherwise instructed.
3. Update its records with any new contact, banking or other details as set out in this form.
4. At its/their own discretion, request further information from me/us or my/our solicitors, refinancers, financial institutions and any other persons acting on my/our behalf, with respect to this discharge request or to facilitate the discharge of the mortgage.

I/we agree;

1. To pay Keystart any fees or charges associated with this discharge request and any other fees and charges that may be payable with respect to discharging the mortgage.
2. To not make any transactions (including any redraws) on the loan account within four (4) business days prior to settlement.
3. That discharging the mortgage will not discharge, prejudice, release or act as a waiver of any rights of Keystart or my/our liabilities, that existed, continue or may now arise following the discharge of the mortgage, including (but not limited to) any rights or liabilities under the credit contract, or with respect to any shortfall, or any agreements entered into that relate either to the credit contract or the credit provided.
4. That at least 10 business days is required by Keystart to process a fully completed form and that:
 - a. Processing of the discharge and/or settlement may be delayed if Keystart does not have at least 10 working days to process this request; and
 - b. Keystart, its agents, and/or any contractors of Keystart's agents, will not be liable for any fees, costs or losses resulting from such delays.
5. Any notices can be sent to the email and/or new address provided in this form.



Section 8: Your details

Please note: If there is more than one customer and the other customer is filling out a separate form only include your own details on this form.

Customer 1

First name

Middle name

Family name

Signature

Date

Customer 2 (if applicable)

First name

Middle name

Family name

Signature

Date