

STEPUP LOANS – FAQ

AM I ELIGIBLE FOR A STEPUP LOAN?

StepUP Loans are available for individuals or families. You need to be able to attend a face to face interview at one of the listed locations below.

The individual or family must also:

- hold a current Centrelink Health Care Card or Pension Card or are eligible to receive Family Tax Benefit Part A;
- have lived at their current address for more than three months.

The program is designed to support people who have difficulty accessing credit from a bank. If you already have existing bank credit, you may not be eligible.

You may still be eligible for a StepUP Loan if you:

- have a poor credit history;
- hold an existing loan or mortgage but are currently unable to access normal bank loans because of a change in circumstance;
- are over 70 years of age.

HOW MUCH CAN I BORROW?

The maximum value of a StepUP Loan is \$3,000 and the minimum value of a loan is \$800.

- The loans come with a low fixed interest rate of 5.99% p.a.
- Loans may be taken out for six months to three years.
- There are no fees.
- Loan repayments can be made weekly, fortnightly or monthly.

HOW MUCH WILL I PAY?

This will depend on:

- how much you borrow;
- how often you pay a loan instalment (e.g. weekly, fortnightly or monthly);
- the term of the loan – which will be between six months and three years.

The following table will give you a guide as to what you would pay every fortnight if you elected to make fortnightly payments with a 5.99% p.a. interest rate.

Loan Term	Loan Amount		
	\$1,000	\$2,000	\$3,000
2 years	\$20.15 every fortnight	\$40.29 every fortnight	\$60.67 every fortnight
3 years	\$13.88 every fortnight	\$27.74 every fortnight	\$41.73 every fortnight

This table shows what you will pay in total. This is the loan amount plus all interest over the life of the loan with a 5.99% p.a. interest rate.

Loan Term	Loan Amount		
	\$1,000	\$2,000	\$3,000
2 years	\$1,063 over two years	\$2,126 over two years	\$3,189 over two years
3 years	\$1,095 over two years	\$2,189 over two years	\$3,283 over two years

WHAT IF I HAVE A POOR CREDIT HISTORY OR SOME BAD DEBTS?

You may still qualify for a StepUP Loan, so please contact a microfinance worker at an eligible location near you to discuss your circumstances.

The amount of an outstanding debt will need to be less than \$500 and you will have to arrange to repay the outstanding debt. The microfinance worker at your location will be able to help you identify any debt that may sit with an external credit checking agency and they will also be able to provide advice on how to repay outstanding debt.

WHAT CAN I BORROW MONEY FOR?

StepUP Loans can be used for:

- essential household items such as whitegoods and furniture;
- house maintenance and repairs;
- medical and dental expenses;
- second hand cars (plus on-costs including registration, stamp duty, roadworthy certificate for the first year);
- car repairs;
- computers; and
- vocational educational costs.

This loan list is not exhaustive. Loans are not limited to one item.

StepUP Loans are NOT for:

- consolidation of any debt;
- second hand furniture or second hand household items;
- fines (including drink driving or rehabilitation training);
- Christmas expenses;
- everyday household items, such as DVDs or gaming consoles;
- bills;
- holidays; or
- cash.

WHERE ARE THESE LOANS OFFERED?

You must be able to attend a face to face interview with one of our microfinance community workers at any one of the locations listed below. For more information on StepUP, please contact the location nearest to you:

Victoria

Abbotsford	(03) 9270 9330
Albury/Wodonga	(02) 6055 8000
Bendigo	(03) 5441 5277
Dandenong	(03) 9791 8344
Epping	(03) 8401 0183
Geelong	(03) 4210 1144
Morwell	(03) 5135 9555

New South Wales

Bathurst	(02) 6332 4866
Dubbo	(02) 6884 6595
Inner Sydney (Marrickville)	(02) 8571 7814
Lismore	(02) 6621 7397
Lithgow	(02) 6352 3159
Liverpool	(02) 9821 1014
Newcastle	(02) 4032 5281
Warilla	(02) 4298 7206
Western Sydney (Mt Druitt)	(02) 8805 0900

Australian Capital Territory

Canberra/Queanbeyan	(02) 6195 3168
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South Australia

Adelaide	(08) 8202 5180
Gawler	(08) 8522 4522
Northern Adelaide	(08) 8245 7100

Western Australia

Albany	0437 110 899
Bunbury	0419 837 430
Merriwa	0427 101 645
Perth	(08) 9354 7611 or 0400 750 812

Northern Territory

Darwin	(08) 8985 0000
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Tasmania

Statewide Service	1300 301 650
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Queensland

Cairns	(07) 4080 7400
Gold Coast	(07) 5514 5306
Inala/Ipswich	(07) 3716 1206
Logan East	(07) 3808 4529
Runcorn	(07) 3373 9499

DO I HAVE TO COME INTO THE BRANCH?

Your first appointment will be with a microfinance worker at one of the above locations. The purpose of this meeting is to:

- talk about your monthly expenditure and determine whether a StepUP Loan is right for you;
- complete a loan application form.

The loan application will take about five working days to assess by NAB. Documents for an approved loan will be sent to a NAB branch of your choice.

DO I HAVE TO BE AN EXISTING NAB CUSTOMER?

No. However, if you accept a StepUP Loan and you are not a NAB customer you'll need to provide proof of identity at a NAB branch. Acceptable documentation combinations are as follows:

- One primary photographic identification document (e.g. passport, driver's licence or proof of age card); or
- One primary non-photographic identification document (e.g. birth certificate, citizenship certificate or pension/health care/seniors health cards) AND one secondary identification document (e.g. utility bill or rates notice).

ARE THE LOANS OFFERED THROUGH A NAB BRANCH?

No. You first need to contact a microfinance worker at one of the loan locations.

WHAT ARE MY NEXT STEPS?

If you meet the eligibility criteria and you are near one of the loan locations, contact a microfinance worker to discuss your situation.

If you are making a joint loan application, both parties will need to attend the interview with the microfinance worker.

If you are unsure if you meet the eligibility criteria, or you are unsure if you can afford a loan, your first point of contact should be a microfinance worker at one of the loan locations.

WHAT WILL A MICROCREDIT WORKER ASK ME?

When you call a microfinance worker they are likely to ask you:

- what you would like the loan for;
- what type of income you receive;
- details of your housing arrangements (e.g. rent/own/with dependants);
- Whether or not all your utility bills are paid up to date.

An appointment will be made to come in and see the microfinance worker

WHAT DOCUMENTATION DO I NEED TO PROVIDE TO SHOW THAT I AM ELIGIBLE FOR A STEPUP LOAN?

At the appointment you will need to provide the following documents:

- Health Care Card or Pension Card;
- Centrelink Income Statement. This must be less than two weeks old;
- Bank account statements for the last 3 months;
- Your most recent last 2 payslips if you are working;
- Documents that show your length of stay at your current accommodation (e.g. a lease);
- Recent rent receipts to demonstrate that your rent is up to date;
- Your recent bills, e.g. telephone, gas and electricity and evidence that they are up to date;
- Statements from any other loans, credit cards, store cards or any other finance you may have.