

## NILS LOAN APPLICATION PROCESS FREQUENTLY ASKED QUESTIONS

NILS uses circular community credit to provide no interest loans. This means that every repayment made by those who currently have a NILS loan is being used to help the next person.  
who may be You.

The information you provide helps to ensure this wonderful program continues to provide no interest loans for many years to come.

The questions and answers provided below will hopefully explain why we ask for specific information, and how you can get that info to us.

The quicker you get this information to us,  
the faster your NILS loan application will be!

Please don't be anxious.

Just take it one step and a time, and read the answers to each of the questions below. It may take a little time, but it will be worth it! 😊

Due to high demand and limited staff, it can be difficult to reach us by phone. The quickest way to contact us for help is to email [info@hrnils.org.au](mailto:info@hrnils.org.au).

### WHY DO I NEED TO PROVIDE ADDITIONAL INFORMATION FOR MY NILS LOAN?

In order for us to create and submit your application:

**We need to know:**

- who you are,
- what you would like to purchase,
- how much it will cost,
- who we need to pay,
- how to make that payment on your behalf, and
- details we need to set up your loan repayments, if your loan is approved.

**We also need to know:**

- If you can repay your NILS loan without putting yourself into further financial stress, and
- if you are willing and able to repay your NILS loan.

## WHY DO I NEED TO COMPLETE THE NILS ENQUIRY FORM?

The form provides some of the information we will need to begin to create your NILS Application. Such as:

- as we mentioned before, who you are,
- your contact details,
- where you live,
- what you would like to purchase with your loan

**\*\*At the present time, you will need to complete a new Enquiry form each time you apply for another loan.**

## WHY DO I NEED TO PROVIDE MY ID?

We need to confirm you are the person who is applying for the loan. We ask for **100 points of ID** to confirm this.

## HOW DO I GIVE YOU 100 POINTS OF ID?

Most people send us a copy of their **Centrelink Card (70 points)** and **one** of the following:

- Driver's license (70 points)
- Medicare Card (30 points)
- Birth Certificate (70 points)
- Proof of Age Card (70 Points)
- Passport (70 points)

**\*\*You can use any combination as long as it adds up to 100 points or more.**

## WHY DO I NEED TO SEND A QUOTE, AND WHAT DO I NEED TO INCLUDE?

Your quote tells us what you are purchasing, how much it is, and who we need to pay if your loan is approved.

We need the **Supplier's name** and their **ABN** to make sure they are a legitimate business, and you will receive the product or service you need.

## WHY DO I NEED TO ASK FOR PAYMENT DETAILS WHEN I GET MY QUOTE?

In most cases your items will be paid directly to the supplier on your behalf. To do this, we need to know the:

- ACCOUNT NAME – this can be different to the name of their store.
- BSB and ACCOUNT number.
- and a REFERENCE number so they can identify the payment is for your item.

**\*\*Some suppliers prefer payment made via debit or credit card, if that is the case can you ask them to put this option on the quote for you**

**\*If your loan is for car expenses, you will need to include a copy of your registration papers (or other proof of ownership) and possibly your Driver Licence (CTP, Rego)**

## WHY DO YOU NEED MY CENTRELINK STATEMENT OR PAYSLIPS IF I AM WORKING?

Part of your NILS application is a fortnightly budget.

Your Centrelink payment details and/or your Pay slips allow us to include how much money you receive each fortnight.

**\*\*If you use Centrepay Deductions to pay for expenses such as rent, water, electricity, council or water rates (if you own your home), we can also use your Statement to confirm these expenses.**

## WHY DO YOU NEED MY BANK DETAILS?

We use your bank transactions to confirm your expenses, such as how much money is spent at the supermarket, or on petrol, takeout, loans you may be paying etc.

## WHY BANK TRANSACTIONS AND NOT A STATEMENT?

We ask for bank transactions for a couple of reasons:

1. Your bank may charge you for a copy of your Bank Statement. If you ask for a list of your bank transactions for the last 90 days, your bank should give this to you free of charge.
2. Bank Statements usually end at the end of each month. While some are only provided every 6 months. A list of bank transactions will provide details **right up to the date you ask for them.**

Some bank transactions will show regular payments for electricity or rent. Payments for board, or regular loan repayments.

**\*\*If we can see these regular payments, and no loan repayments have been missed, we can use your bank details to confirm these expenses.**

## WHY 90 DAYS? AND WHY UP TO THE CURRENT DATE?

We ask for 90 days (or 3 months) of bank details to provide information about your income and expenses over a period of time. This can sometimes help to create a budget that works for you.

## WHY UP TO THE CURRENT DATE?

When we submit your application for assessment, the bank details must be no older than **2 weeks**. If your bank details are current when you give them to us, it allows some time for you to send us any missing information we need, and to book your interview.

**\*\*To be sure your bank details are current, you can send this information to us last.**

## WHY DO I NEED TO GIVE YOU ADDITIONAL INFORMATION IF I HAVE AFTERPAY, OPENPAY, HUMM ETC?

While some loan repayments are a regular amount each fortnight or month, repayments for loans like Afterpay vary all the time. Some months you will pay more and others less. A screenshot of your **Summary Page shows how much you owe in total**. For example, Afterpay tells you how much is due in 15, 30 and 60 days. To confirm the account is yours, we also need a screenshot of the **Home page, showing your name**.

## THIS SEEMS TOO DIFFICULT! HOW DO I GET THIS INFORMATION TO YOU?

Please don't be anxious.

- Login in to your Afterpay, or other account(s), and take a screenshot of your Home page (showing your name), and your Summary Page (with the total amount you owe).
- You can then email the photos to our email address: [info@hrnils.org.au](mailto:info@hrnils.org.au). Or we can provide you with a mobile phone number you can use to text your photos to us.

## I DON'T PAY FOR RENT, ELECTRICITY THROUGH MY BANK OR BY CENTREPAY. WHAT DO I DO?

### Rent:

If you pay rent to a real estate agent, you can ask them to email you a 'rental ledger'. This will show your payments for rent up to the current date. You can again, forward that email to us.

### Private Rent or Board:

If you pay rent directly to the homeowner or your housemate. Or you live and board with family members or friends, you can complete the [CONFIRMATION OF BOARD OR PRIVATE RENT'](#) section of the [HRNILS Enquiry Form](#).

**\*\* make sure to tick all the expenses that are covered in your payment.**

### Electricity and or gas:

If your electricity and/or gas bill is emailed to you, you can forward that email onto us. If we can download your bill without logging into your account, we can use the email to confirm your electricity.

If electricity is included in your board or private rent agreement, make sure to include this information when you complete the form above.

**\*\*If you have submitted your Enquiry form and didn't fill in this section, you can use a link provided at the end of this document to complete the form.**

## I DON'T PAY FOR ELECTRICITY AND THE ACCOUNT IS NOT IN MY NAME. WHAT DO I DO NOW?

If your electricity or any other expense is paid by someone else, we will need confirmation from that person. This can be a Statutory Declaration, or an email sent to us from them. They will need to include their name, contact details, and details of how much they pay. It may be part of Child Support or family members helping out. [We need to confirm this so we can include this information into your budget.](#)

## HELPFUL LINKS:

If you have online banking, you can use the following link to send your bank transactions **directly to our email address**. This is a [fast](#) and [secure](#) option:

**ILLION BANK STATEMENTS:** <https://scv.bankstatements.com.au/NILS-HNIL>

[CONFIRMATION OF PRIVATE RENT OR BOARD FORM](#)

Remember we are here to help 