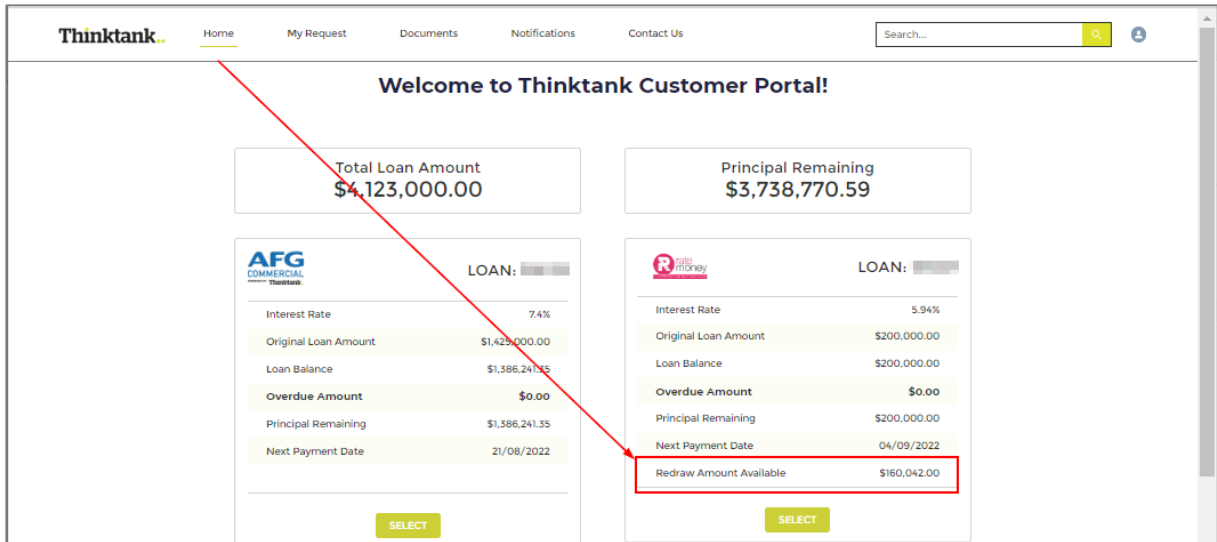
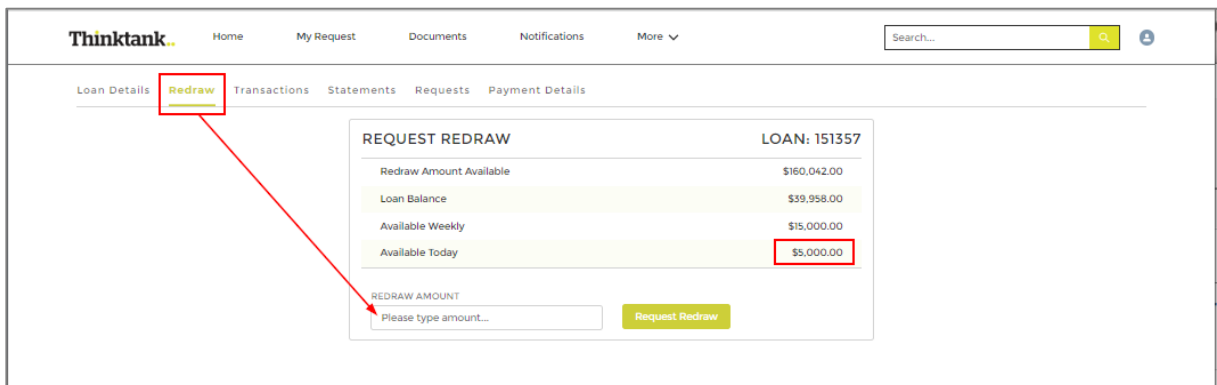


REQUEST A REDRAW

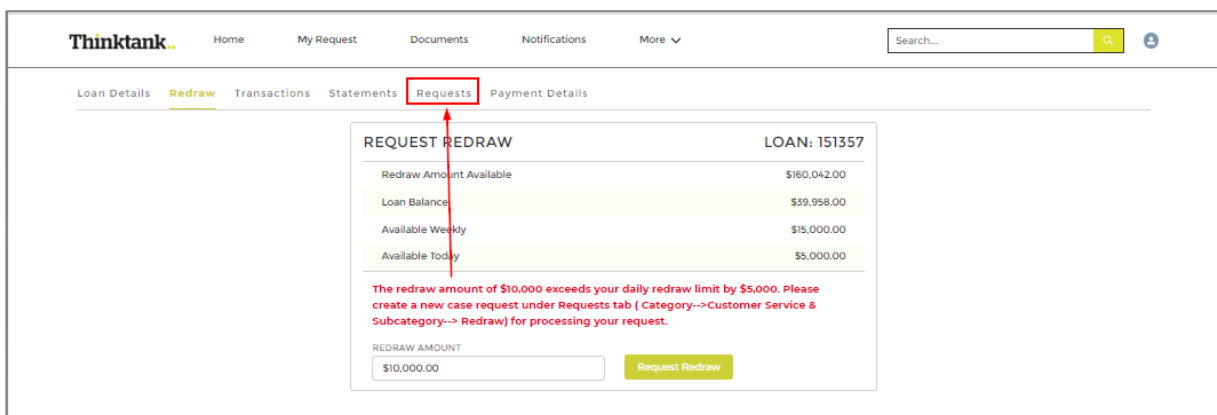
If you have a Redraw facility on your loan and have made additional payments (above your repayments owed), then you will see Redraw Amount Available appear in the Loan Summary on the Portal. Some accounts will not have Redraw facility and this will not appear onscreen.



For loan where Any (one) Individual Can Sign, for amounts up to \$5,000, a Request Redraw button will be visible on the **Redraw** screen which the Customer can use to Request an amount for automatic processing in the system.



For loans where All Individuals Must Sign, or for amounts of \$5,001 or more, the Customer will be advised to go to the **Requests** screen.



Redraw Request for up to \$5,000 using the Redraw button

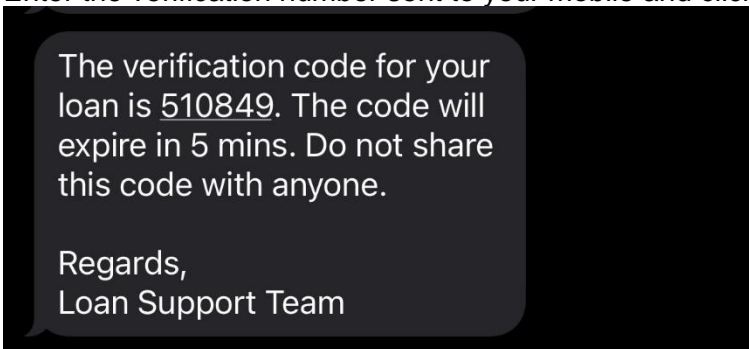
1. If the amount you wish to Request is no less than \$500 and more than \$5000 (including transaction fees*), click on the Redraw button.

The screenshot shows the Thinktank Customer Portal interface. The navigation bar includes Home, My Request, Documents, Notifications, and More. A search bar is located on the right. The main content area is titled 'REQUEST REDRAW' for 'LOAN: 151357'. It lists the following details:

Category	Amount
Redraw Amount Available	\$160,042.00
Loan Balance	\$39,958.00
Available Weekly	\$15,000.00
Available Today	\$5,000.00

Below the table, it states 'REDRAW AMOUNT:\$5000'. A message box indicates: 'For security purposes a text message with a 6-digit verification code has been sent to your nominated mobile number. Please enter the code before the Redraw Request can be completed.' There is a 'Verification code' input field with a 'Verify' button. A note at the bottom says 'Verification code expires in 5 minutes, click to [resend the Verification Code](#).'

2. Enter the verification number sent to your mobile and click Verify



3. When successful, you will see a confirmation message.

The screenshot shows the same Thinktank Customer Portal interface as before, but with a confirmation message box highlighted in red. The message reads: 'Successfully validated the 6 digit code. Your Redraw request for \$5000 will be processed within 2 business days.' The 'REDRAW AMOUNT:\$5000' is also visible below the message.

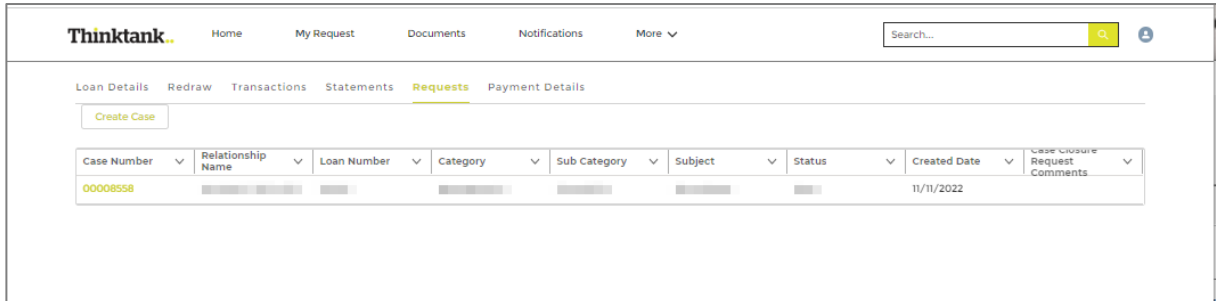
The amount will be deposited to the borrower's loan account, less any Redraw Fees that may be applicable.

If you are unsuccessful or need to redraw additional funds, please submit a Request.

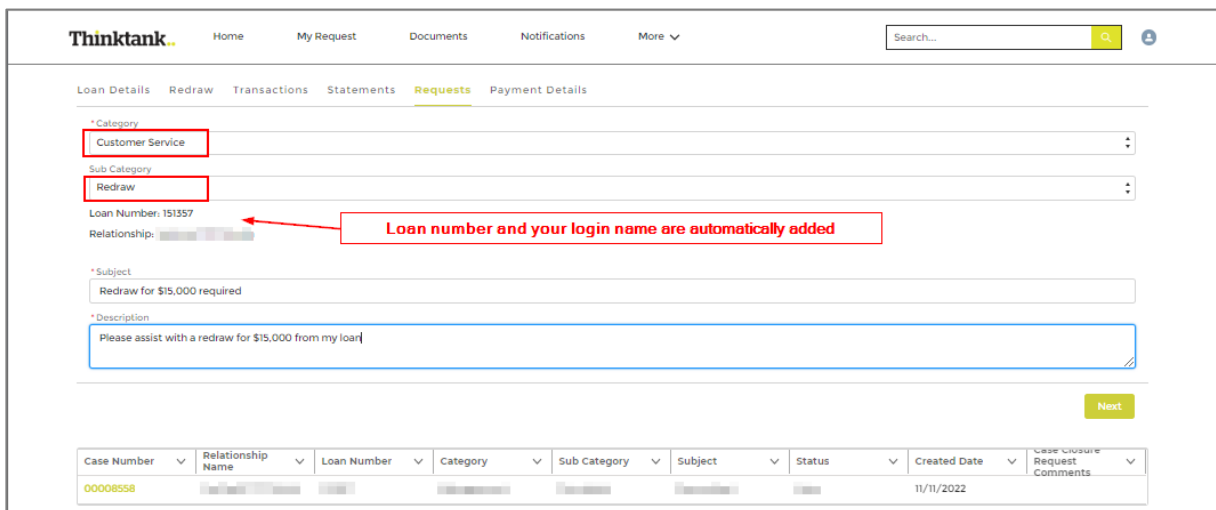
Redraw Request Form for over \$5000 and multiple signatures

For loans where All Individuals Must Sign, or Redraws over \$5000, a form must be completed.

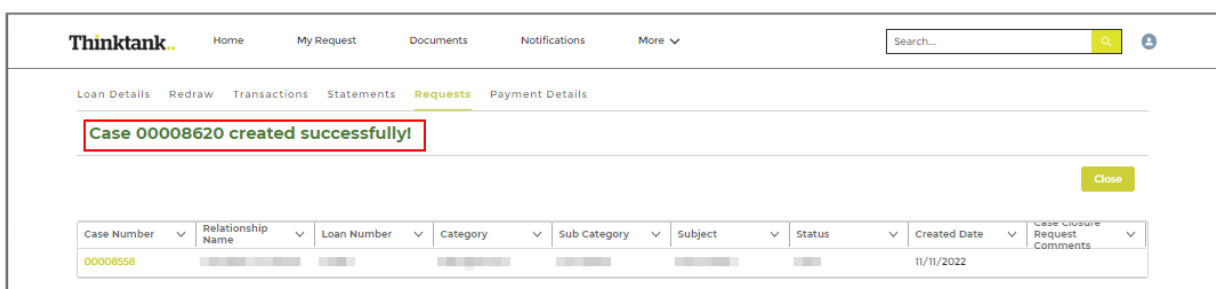
1. When you are in loan, click on the Requests tab.
2. Click **Create Case** in line with the “Redraw Request”.



3. An online form will appear for you to complete. Select **Customer Service** and **Redraw** (when you select a request inside the loan the loan number will be automatically applied)



4. When you click Next, you will see a confirmation message



5. A Loan Support team member will be in touch to supply you with the Redraw Request Form to completed, signed and returned by email.