

Refinance script 2:

You've seen a better rate from a competitor

Initially, your bank will ask you to confirm your identity and share your account details, so have your account number ready before you call. It's also a good idea to quickly check other home loan offers on the market so you can reference cheaper deals you could get if you refinance away from your lender. Then dive in:

You: I have a variable rate Basic Saver home loan. It's an owner-occupier loan with principal-and-interest repayments.

I looked at my last loan statement and it says my interest rate is currently 4.00%.

Customer support: That's correct.

You: I've had my mortgage with you for X years. I've looked around and seen that other banks are offering cheaper interest rates than I'm paying, so I want to know if you can offer me a better deal on my current loan?

Customer support: Do you have a specific home loan offer you've seen that you would like us to match?

You: Yes, I've seen Bank A is offering the same loan type as mine for 3.75%. Are you able to match this?

Customer support: I totally understand. I can't approve that right away. I can however offer you an adjusted rate of 3.90%, which is 10 basis points lower than your current rate.

You: I'm sorry but I really will need the 3.75%. If you can't give me that rate, as I said, I have seen a similar rate offered by other lenders. So I will need to refinance my mortgage. Are you able to send me a mortgage discharge form so I can start that process?

Note: this part is really important! If you request a discharge form, they know you're serious about moving your loan and they won't want to lose your business. Don't worry if they call your bluff and send you the form, and you don't actually want to move lenders – you don't have to do anything if you don't want to.

Customer support: Just give me one second, I can put you through to our post-settlement team. They might be able to help you with your request. Can I transfer you?

You: Of course. Thank you.

[HOLD MUSIC]

Post-settlement support: Hello. Thank you for holding. We're pleased to inform you that we've adjusted your interest rate to 3.75%. You'll receive an email shortly confirming your new rate, which will take effect from next week.

You: Thank you so much.

Note: They may not be able to approve a rate reduction on the phone, and instead, might say they will escalate the matter and get back to you within a few business days.

However, if they're not willing to offer you the lower rate that you're looking for, take this as a sign to shop around for a cheaper deal. The mortgage market is very competitive so there's no need to pay more than you need to.