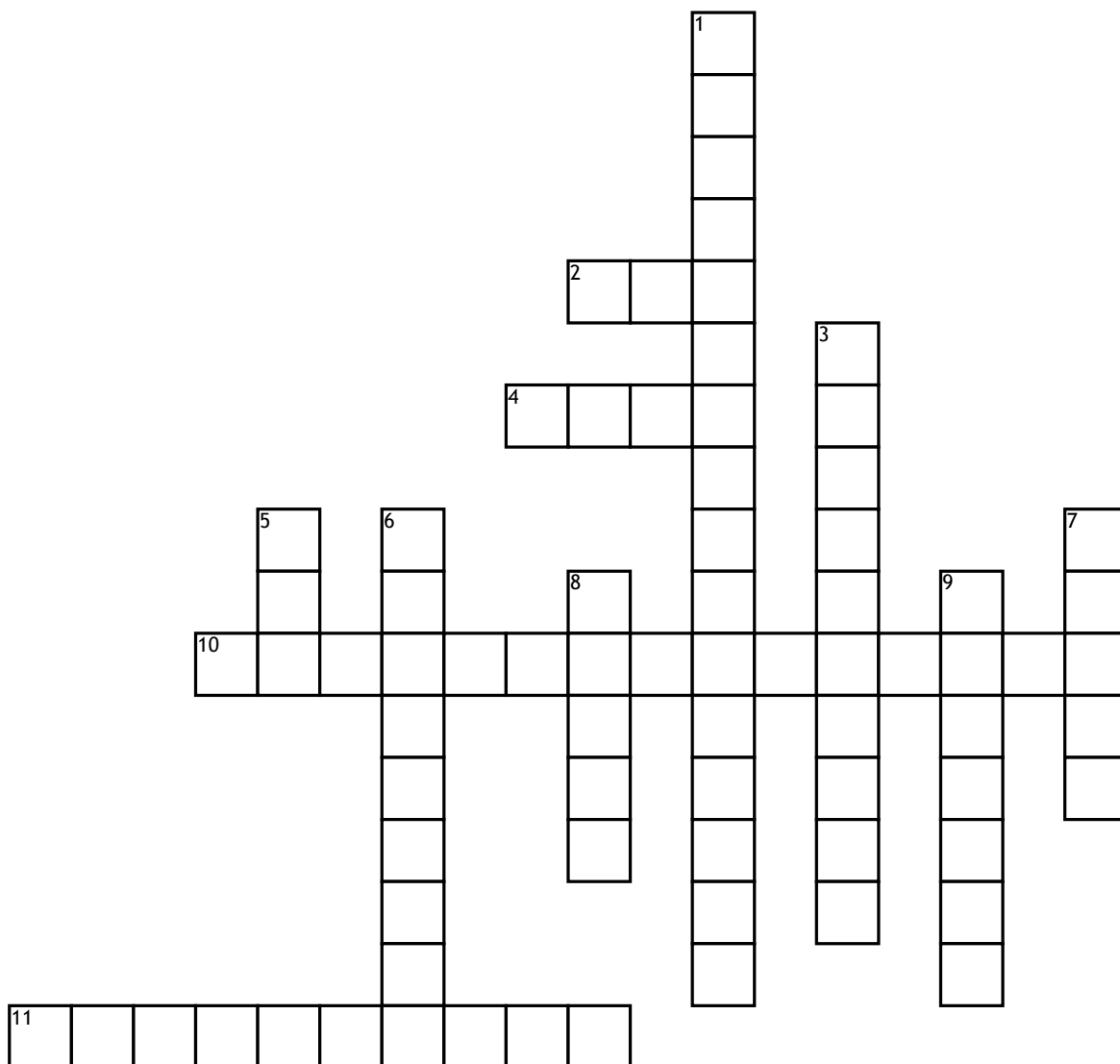


Name: _____

Date: _____

REFINANCE



Across

2. most of our home loan cusotmers have this

4. an electronic conveyancing system

10. what our customers can do to save interest charged elsewhere

11. proof of ownership

Down

1. who is entilted to an extra rebate for refinance's & additional benefits

3. What is our current incentive for refinance's?

5. a process with a quicker turnaround.

6. the main form we need the customer to sign from other bank to refinance

7. Most refinances are about this.

8. the pricniple e follow to make sure we have quality referrals.

9. Our priority to our customers