

[Borrowing](#)[Repayment](#)[Stamp Duty](#)[Refinance](#)

Refinance calculator

Calculate how much you could save on total interest and repayments by refinancing your home loan with us. There may be costs involved with refinancing.

Your current home loan

Estimated property value

Loan balance

Years remaining

Interest rate

% p.a.

This information will help us calculate your current monthly repayments. We've assumed you pay monthly Principal & Interest repayments on your current loan

Your new home loan

Property type

 My home An investment

Repayment type

 Principal & Interest Interest Only

New interest rate

(Comparison rate: 5.2% p.a.)**

Loan options displayed based on property and repayment type. You can select your LVR tier.

Your new monthly repayments

\$4,082

Our estimate of your current monthly repayments

\$5,230

How much you could save on total interest and repayments for

Monthly

\$667

Yearly

\$8,004

Over years remaining

\$216,108[You could pay off your home loan sooner](#)[Features & fees](#)

Ready to get started?

Get conditional pre-approval in 15 minutes online or talk to a lending specialist

[Refinance online](#)[Book an appointment](#)

Learn about refinancing

When considering refinancing, don't forget to take into account the costs, including exit, upfront and ongoing fees, as well the benefits.

Should you refinance?

Before you make any decisions, weigh up your options to understand if [refinancing is right for you](#).

How refinancing works

Follow these steps to find out [how to refinance your home loan](#).

Refinance calculator

A loan comparison tool

Role: Product designer

2022-23

Discovery

Design brief

Background

The refinance calculator is a tool which allows customers with existing home loans to understand their current repayments and how much they could save when comparing different Interest rates. The Refinance Calculator has several problems such as a low traffic rate, lack of error preventions and accessibility and usability issues.

Customer Opportunities

Have an easy to use tool which demonstrates the savings between two loans. Further arm the customer with confidence to help them have peace of mind during the refinance process.

Business Opportunities

Uplift the calculator in order to provide a customer-centric approach, which can generate more refinance leads.

Discovery Design brief

Hypothesis

Many refinancers do not know what a refinance calculator is. They would use a repayment calculator or go to a broker when searching for a better loan.

We believe that by improving the usability and findability of the refinance calculator, users looking to refinance will use the calculator with ease, and will want to make an appointment with CBA.

Approach

Double diamond method (Discover, Define, Develop & Deliver)

nk.com.au/home-loans/refinance-calculator.html

Refinance Calculator

Calculate how much interest you could potentially save by refinancing your home loan with us. This calculator gives you a breakdown of your repayments, potential savings and interest mapped out across a chosen term.

Loan Comparison

Your Existing Loan | **Your New Loan**

Loan Type
 Variable Fixed

Interest Rate
0.00 % p.a.

Common Loan Details

Loan Amount
\$0

Loan Term
0 years

Repayment Frequency: Monthly

Your Existing Loan total repayments
▶ \$0.00

Your New Loan total repayments
▶ \$0.00

[Assumptions](#) [Disclaimer](#)

Graph | **End of Year Breakdown**

Savings

0.05
0.04
0.03
0.02
0.01
0

0 Years

Your existing loan will potentially save you interest of
▶ **\$0.00**

Refinance Calculator

Calculate how much interest you could potentially save by refinancing your home loan with us. This calculator gives you a breakdown of your repayments, potential savings and interest mapped out across a chosen term.

Loan Comparison

Your Existing Loan | **Your New Loan**

Loan Type
Variable Fixed

Interest Rate
0.00 % p.a.

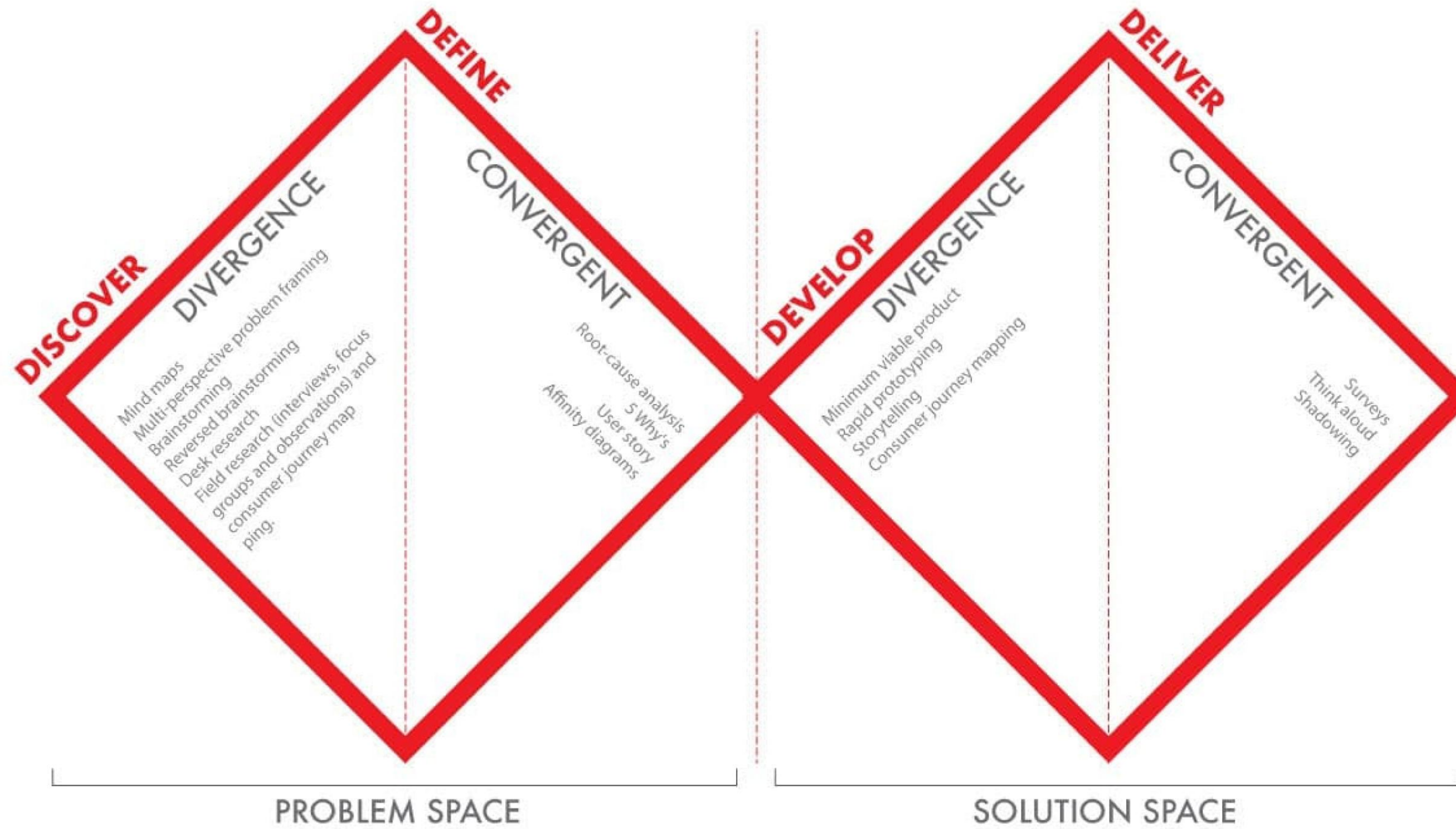
+ Common Loan Details

Calculate

What you need to know? >

Discovery

Design approach



Discover Statistics

Views on CommBank Home loan calculators June-July 2022

Calculator	UV June	UV July	OM June	OM July	CR June	CR July	% change	CR 6MA	R/A/G
Repayments	303, 712	338, 918	1, 318	1, 437	0.44%	0.44%		0.59%	
Borrowing	161, 148	190, 804	1, 952	2, 134	1.21%	1.12%	-0.09pp	1.4%	
Stamp Duty	64, 427	68, 793	708	758	1.1%	1.1		1.2%	
Refinance	3579	3122	76	87					

Google analytics: Most users search for 'repayment calculator' more than 'refinance calculator'

Top Organic Keywords 243

Keyword	Intent	Pos.	Volume	CPC (USD)	Traffic %
refinance calculator >>	C	1	1.9K	3.52	16.28
refinance home loan calculator >>	C	1	1K	3.79	8.57
mortgage refinance calculator >>	C	1	880	3.39	7.53
home loan refinance calculator >>	C	1	590	3.79	5.04
refinance calculator mortgage >>	C	1	590	3.39	5.04

[View details](#)

Top Organic Keywords 3,897

Keyword	Intent	Pos.	Volume	CPC (USD)	Traffic %
home loan calculator >>	C	1	90.5K	0.63	10.82
mortgage calculator >>	C	2	110K	0.42	7.00
loan repayment calculator >>	C	1	49.5K	0.43	5.91
home loan repayment calculator >>	C	1	40.5K	0.40	4.84
repayment calculator >>	C	1	40.5K	0.36	4.84

[View details](#)

Top Organic Keywords 1,978

Keyword	Intent	Pos.	Volume	CPC (USD)	Traffic %
borrowing power calculator >>	I	1	27.1K	1.20	20.62
how much can i borrow >>	I	2	18.1K	1.24	7.33
borrowing calculator >>	I	1	6.6K	0.70	5.02
cba borrowing power >>	N	1	1.9K	1.23	4.66
borrowing power >>	I	1	5.4K	1.14	4.11

[View details](#)

Top Organic Keywords 1,577

Keyword	Intent	Pos.	Volume	CPC (USD)	Traffic %
stamp duty calculator >>	C	4	60.5K	0.15	15.78
stamp duty calculator qld >>	C	5	14.8K	0.10	12.12
cba stamp duty calculator >>	N	1	480	0.03	7.15
stamp duty >>	N	3	12.1K	0.13	6.76
calculate stamp duty >>	C	1	1.3K	0.15	5.99

[View details](#)

- How might we inform users about the refinance calculator?
- How might we bring prominence to the refinance calculator?

Discovery

Heuristic evaluation

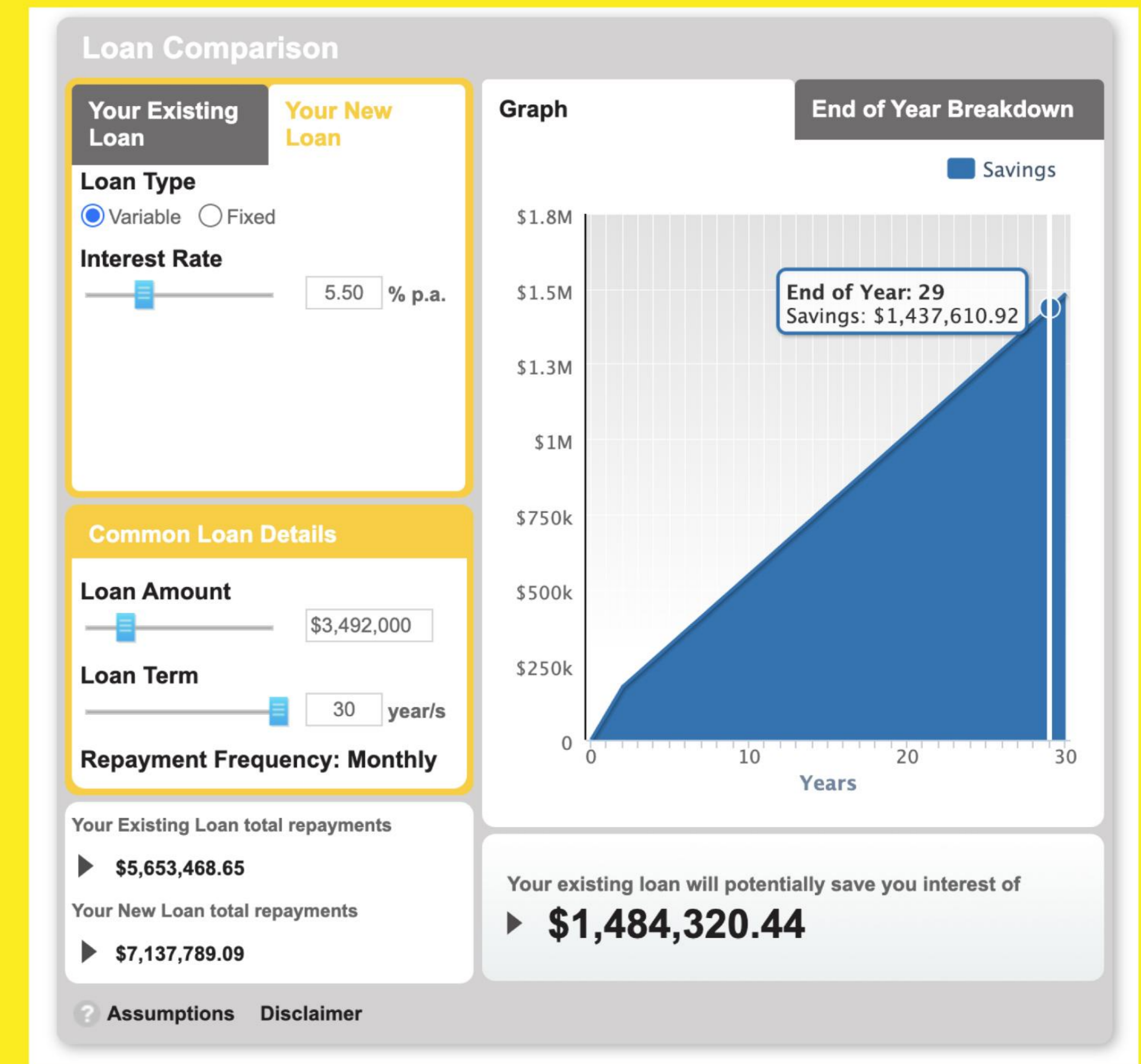
Task

I want to refinance my mortgage

Visibility of system status	8	Demonstrates to the user which inputs have been completed. Could be improved with clearer UI and better design principles, however it does the job well.
Match between system and the real world	8	For users refreshing their lending knowledge could there be an opportunity to explain terminology? Info hover icons or a glossary link? The calculator assumes that the user knows terms, however it could be a child using the calculator on. Behalf of their parents who might not have English as their main language.
User control and freedom	8	Users can easily change inputs.
Consistency and standards	2	Is a third party software with the <u>commbank</u> yellow place upon it. It is not constant with the other calculators.
Error prevention	3	Sliders are not user friendly. Someone slightly dragging the loan amount can increase the amount to 10 million easily.
Recognition rather than recall	7	Good context for the user could be improved.
Flexibility and efficiency of use	5	There is no clear way to get to the other 3 calculators.
Aesthetic and minimalist design	2	Design is outdated, inconsistent and I am unsure if it is full accessible with the small sliders and inputs.
Help users recognise, diagnose and revere from errors	4	Fixed term slider does not save the input amount until the user inputs their loan term amount. Should have a message that says "Please input the loan term before this input."
Help and documentation	5	There is documentation for assumptions. Documentation is <u>seperate</u> from the calculator and the user has to scroll to find information if refinancing is good for them.

Findings

- Not accessible
- Hard to find
- No error prevention



Discovery

Understanding the problem

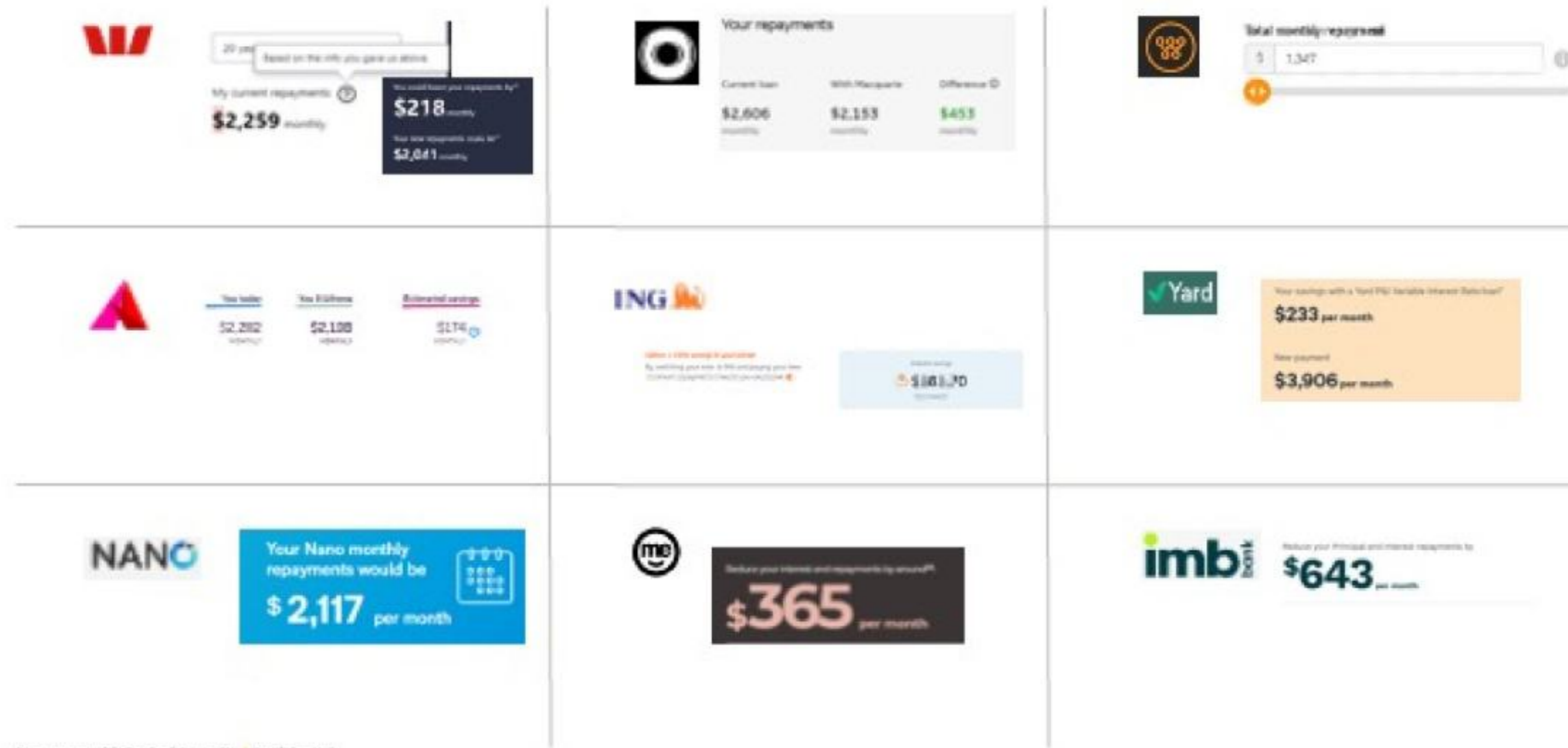
Questions

- Besides UI and accessibility, what is wrong with the current calculator?
- What are the current complaints in our limited complaints report?
- Are there any areas of this experience the user is actively struggling? Can we start tagging input fields to inform us?
- Google analytics/Adobe analytics: Where are users coming from? When are they clicking off? How do they use this page?
- Do we have personas built we can re use?
- What are the statistics of all calculators, how are they used?

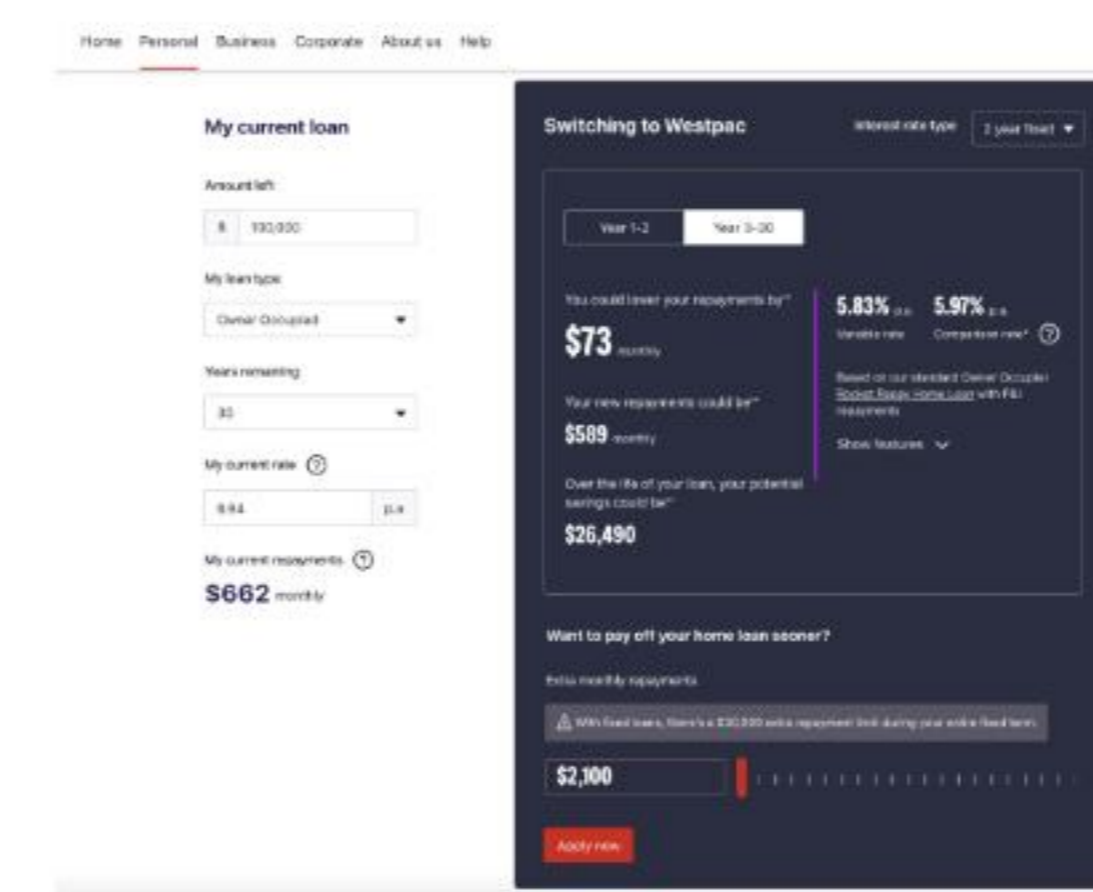
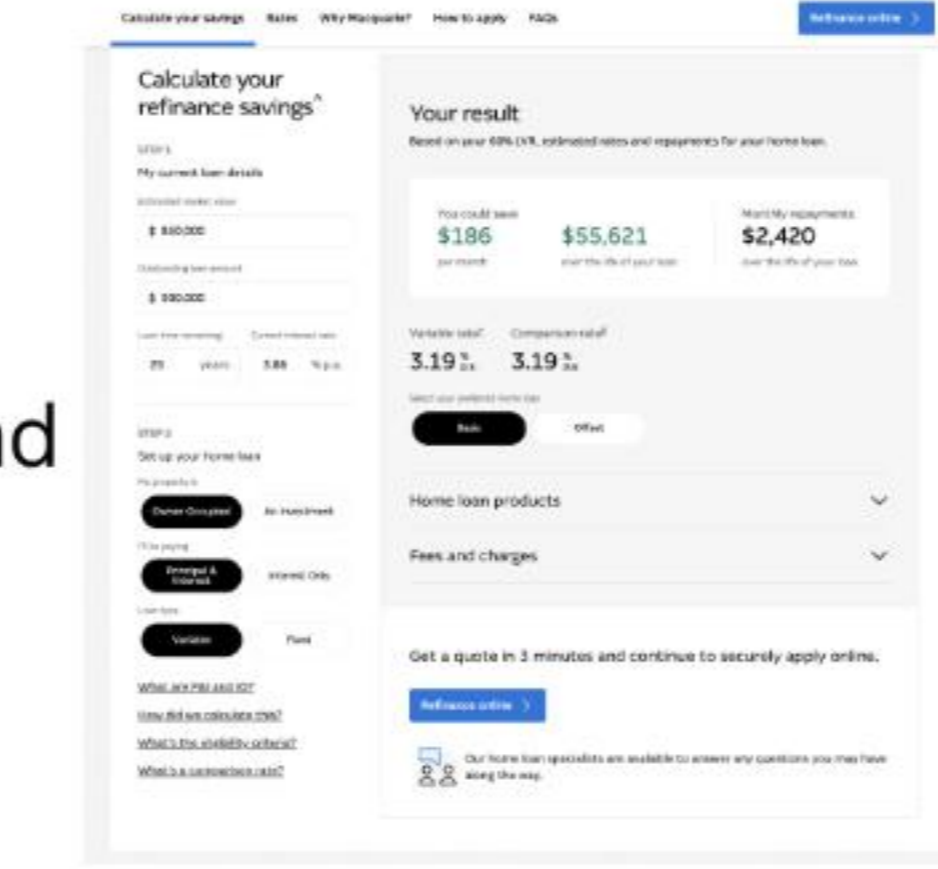
Discovery Market research

Comparison between current repayments and estimated new repayments

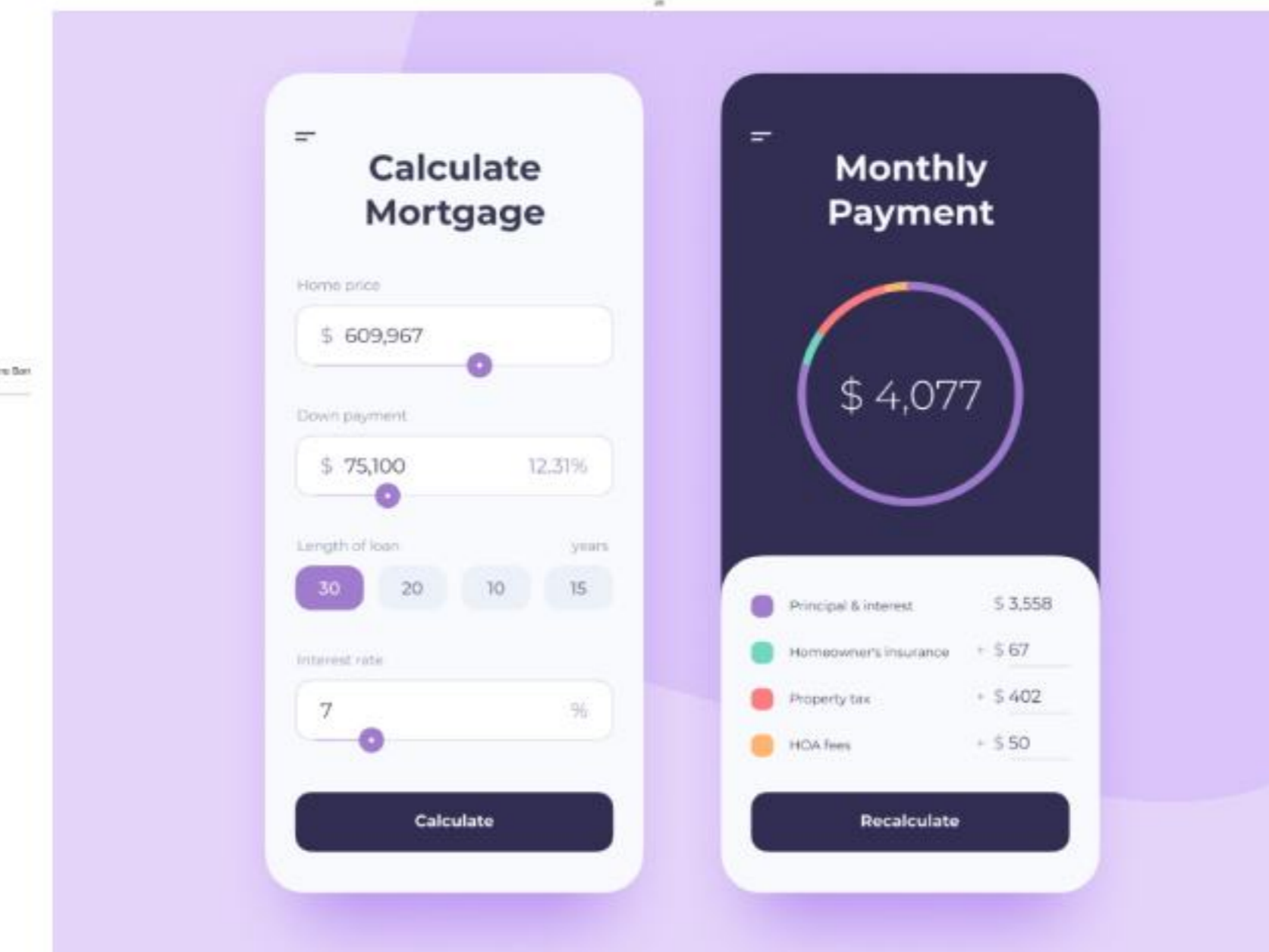
Clear breakdown of the current repayments, new repayments and the saving made once refinanced



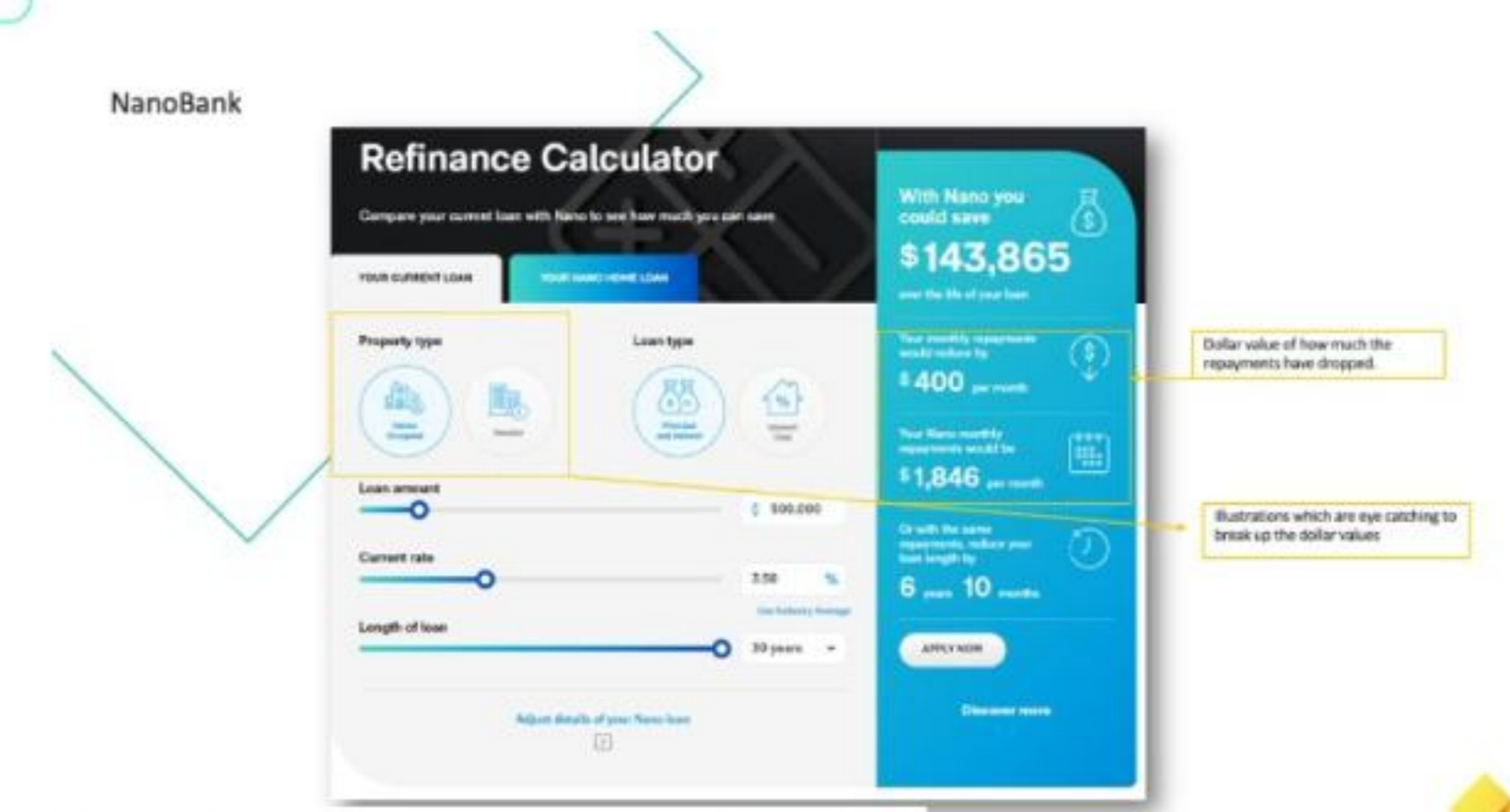
Steps are nice and clear



Clear flow



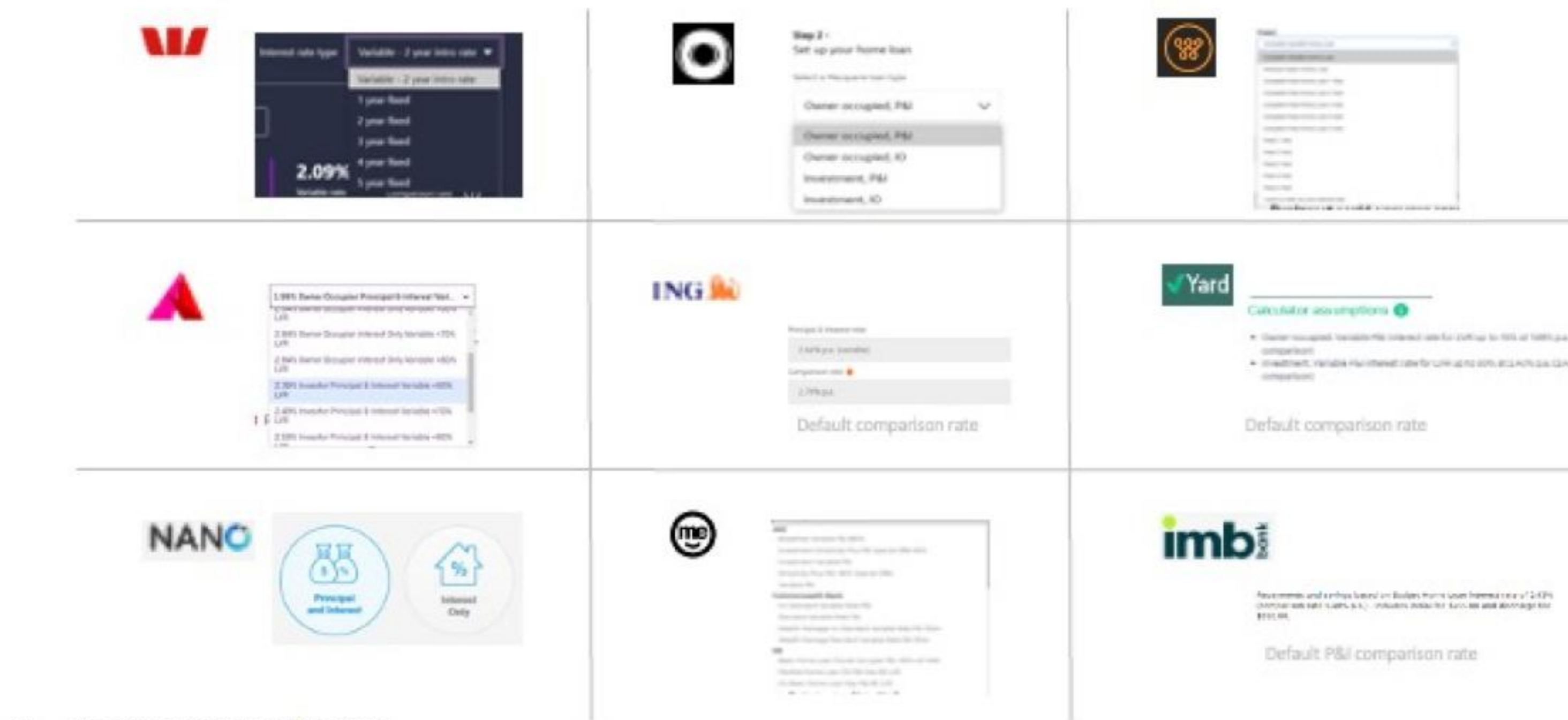
Interesting slider design



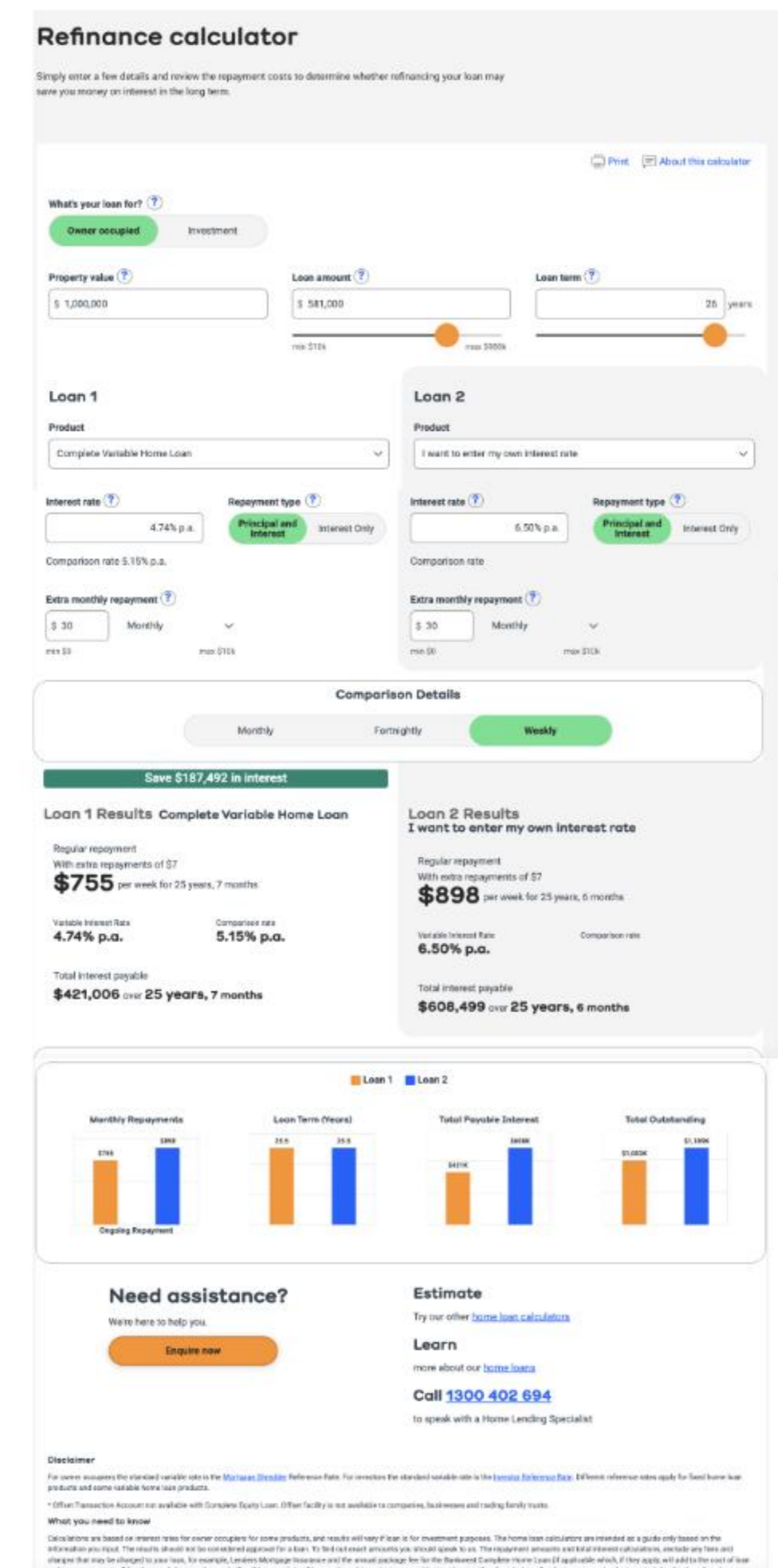
Simple layout, less inputs for an output.

Option to choose the loan type

Opportunity to choose between principle and interest or interest only loans. Some competitors combine the loan type with the property type.

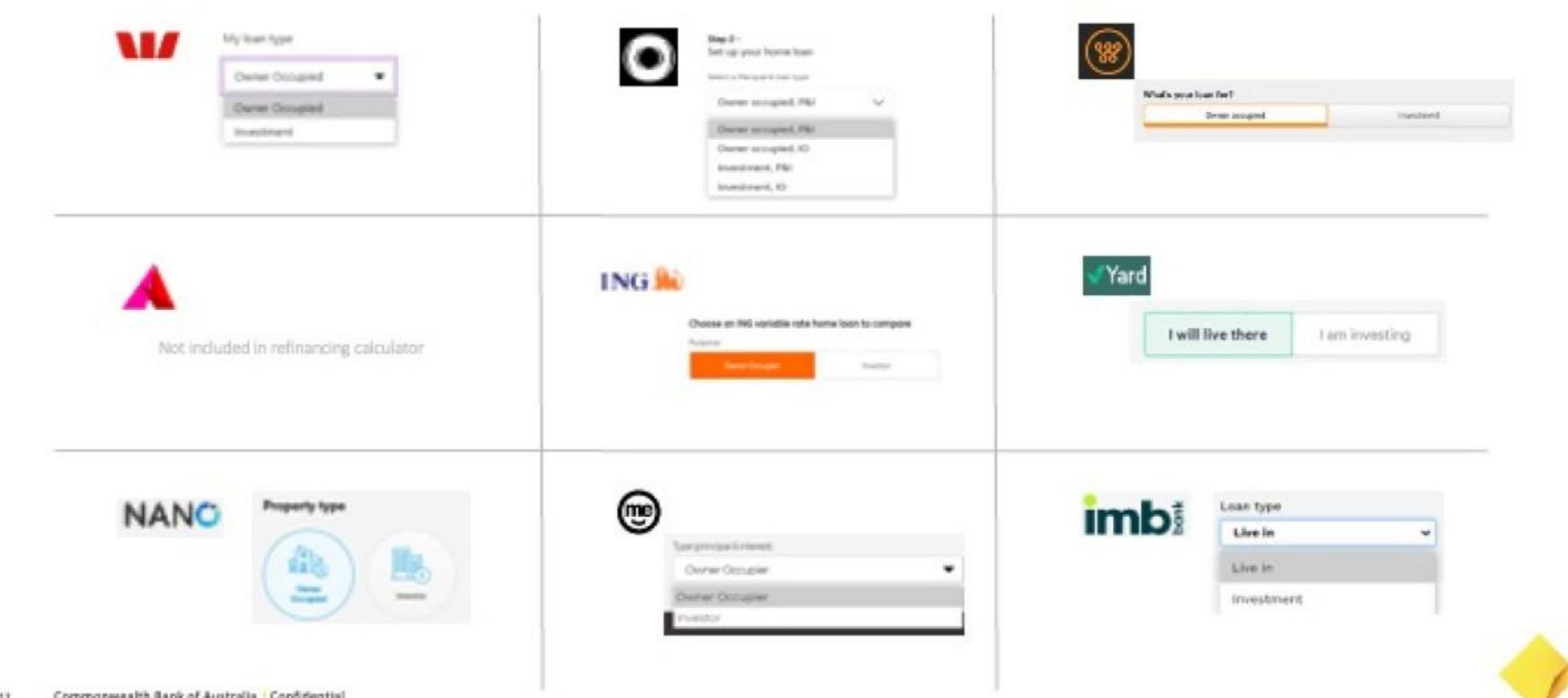


Feels overwhelming, you get a lot when you give a lot



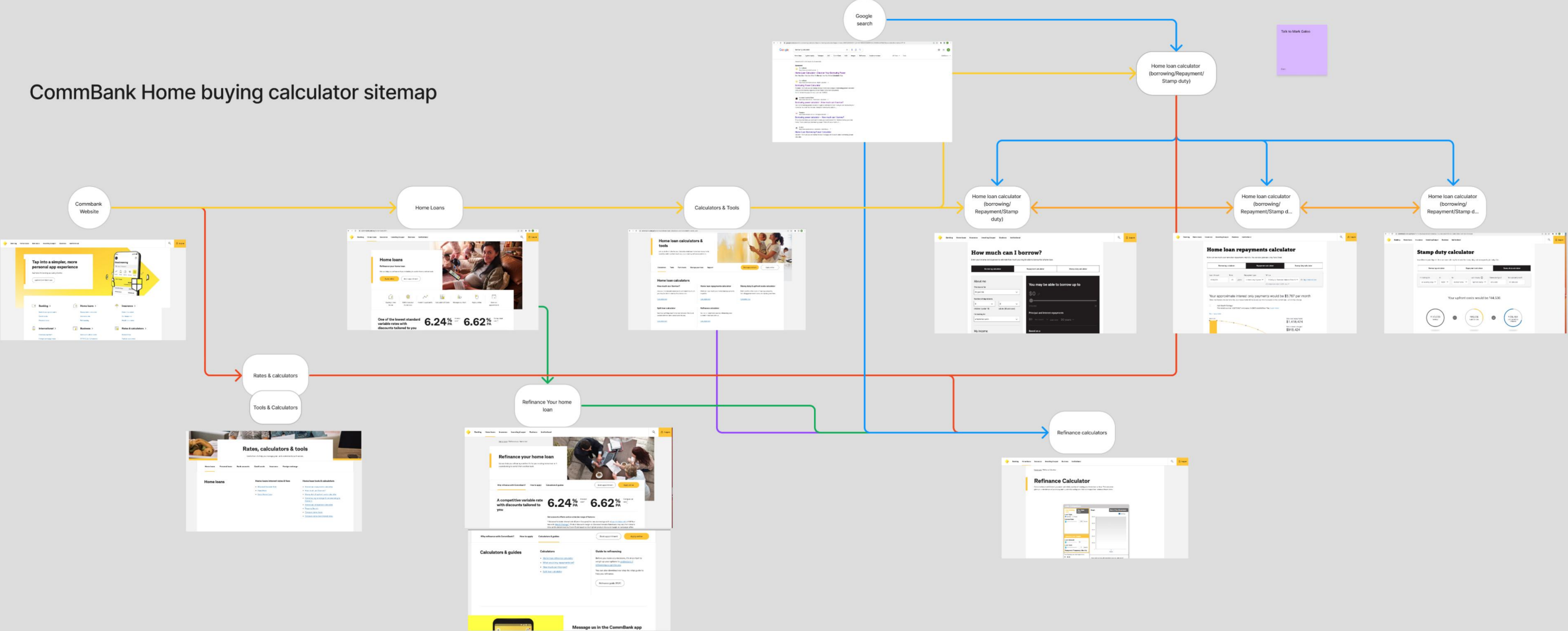
Option to choose the property type

Opportunity to filter between owner occupier and investment property



Discovery Sitemap

CommBank Home buying calculator sitemap

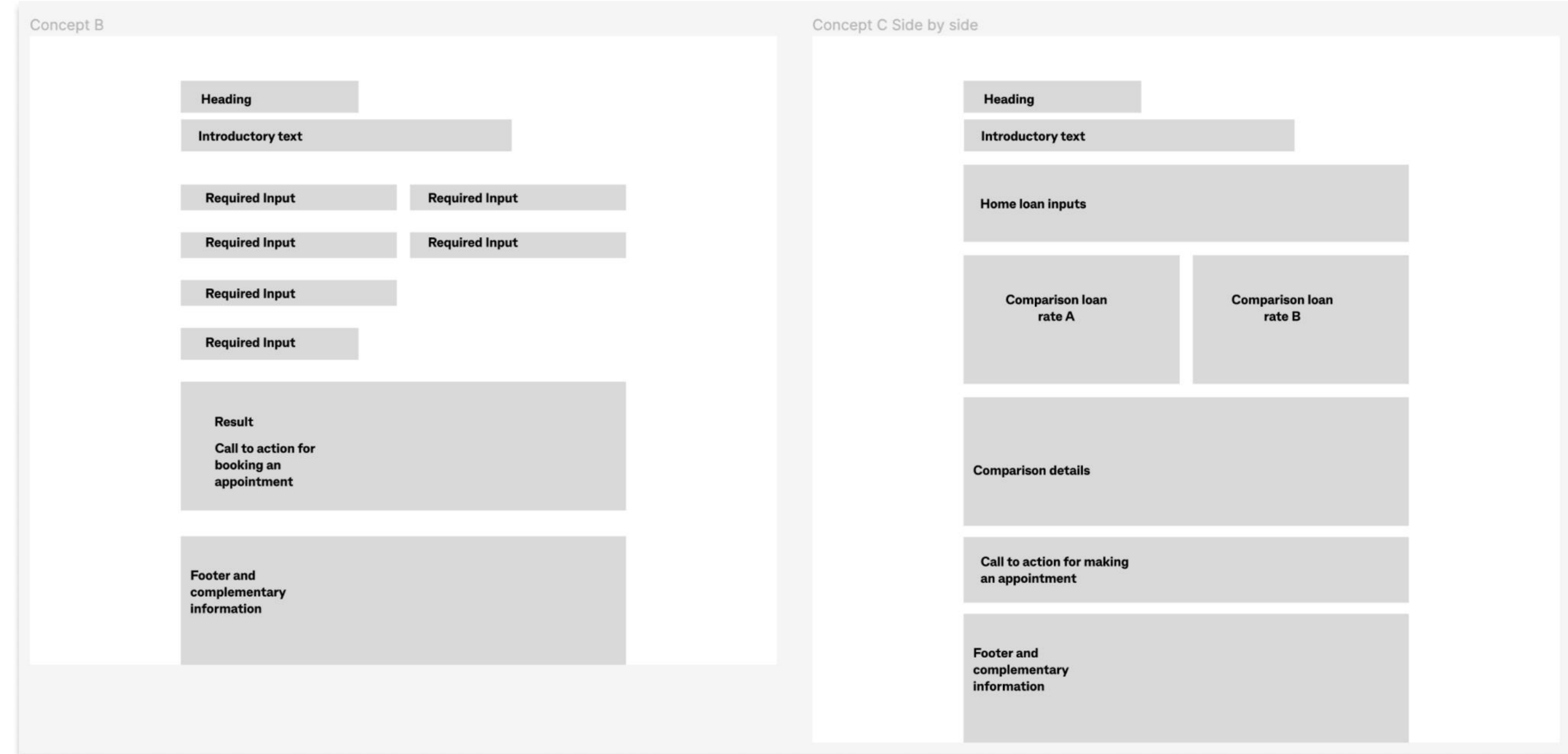
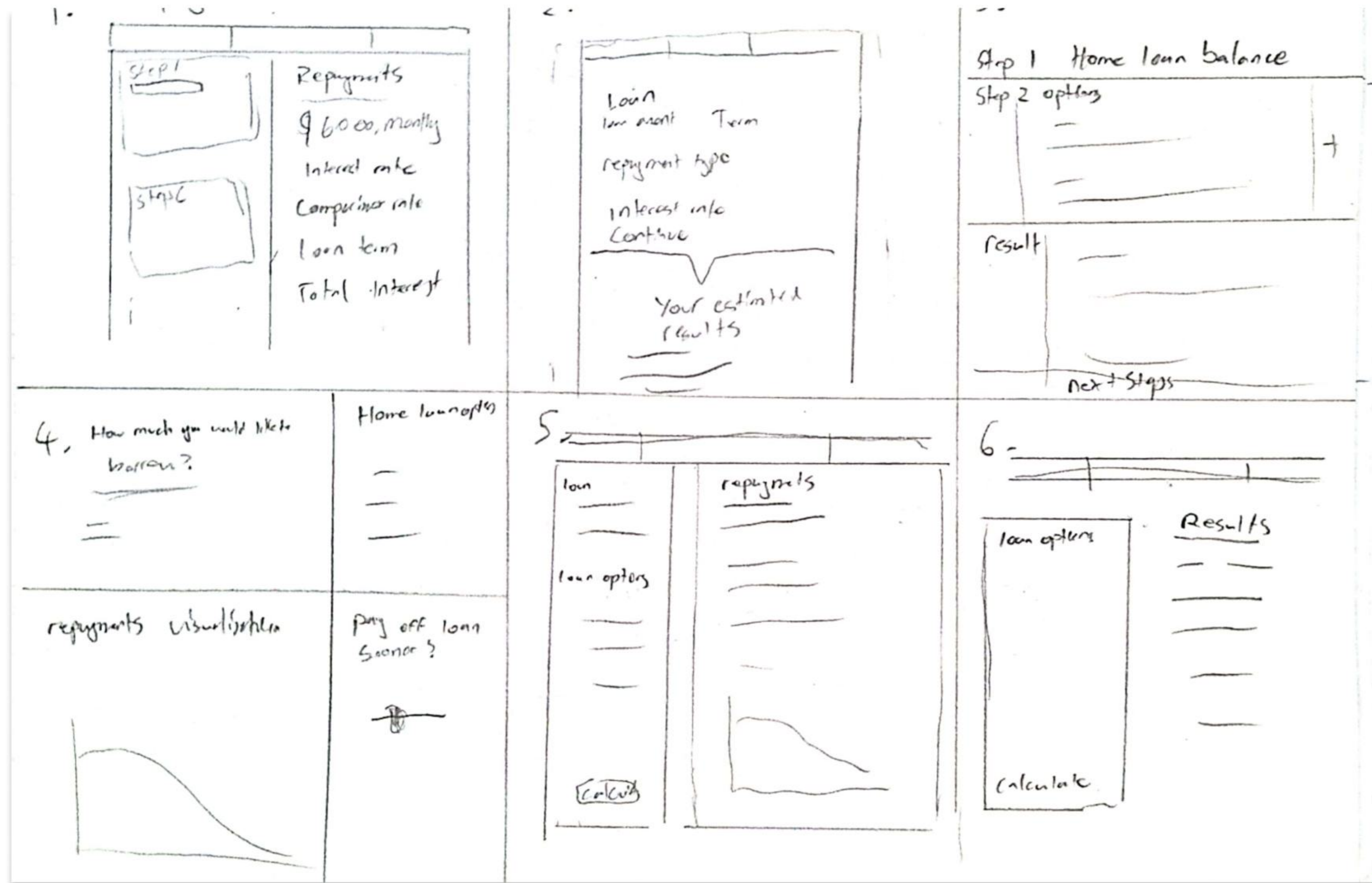


Define

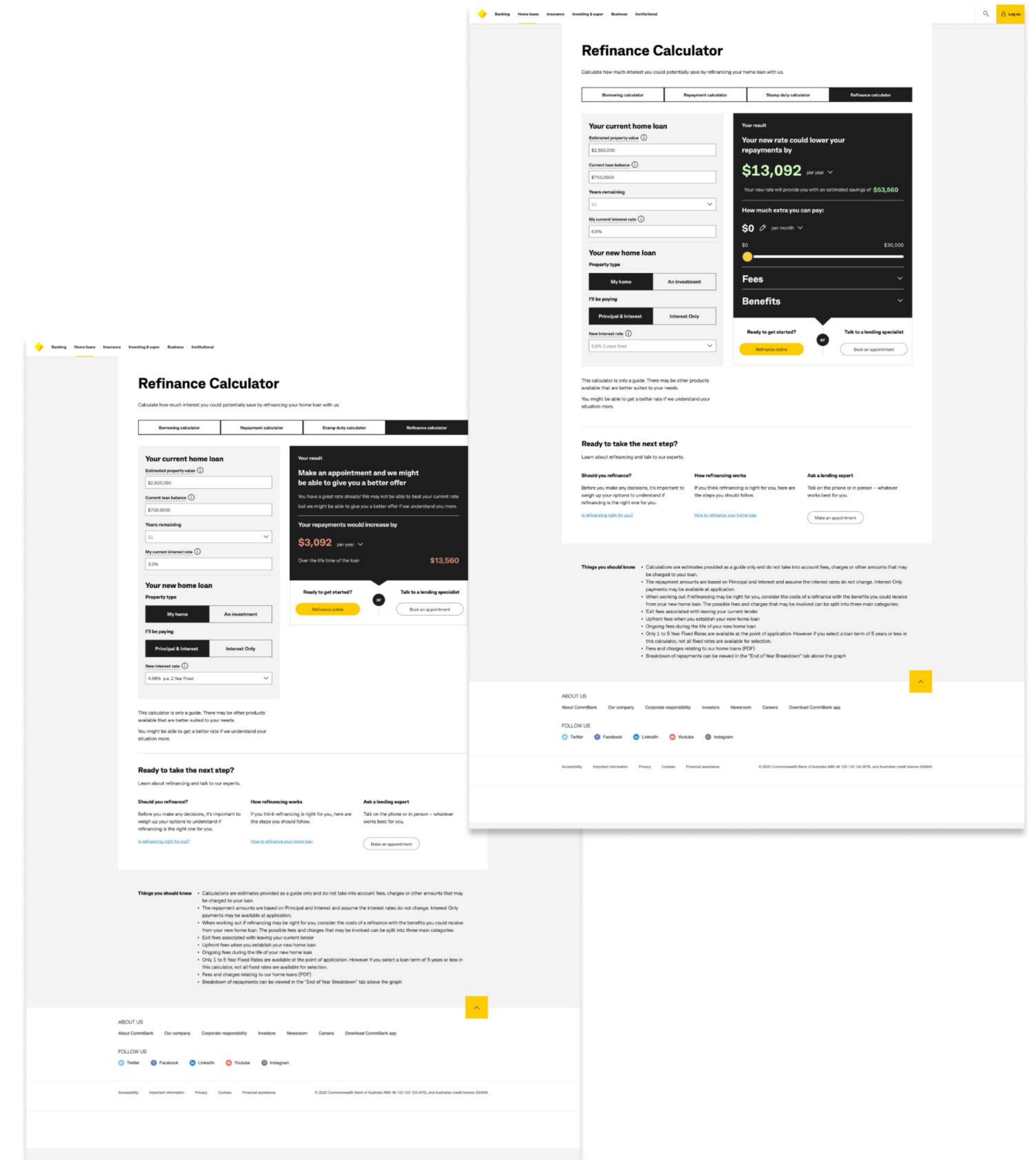
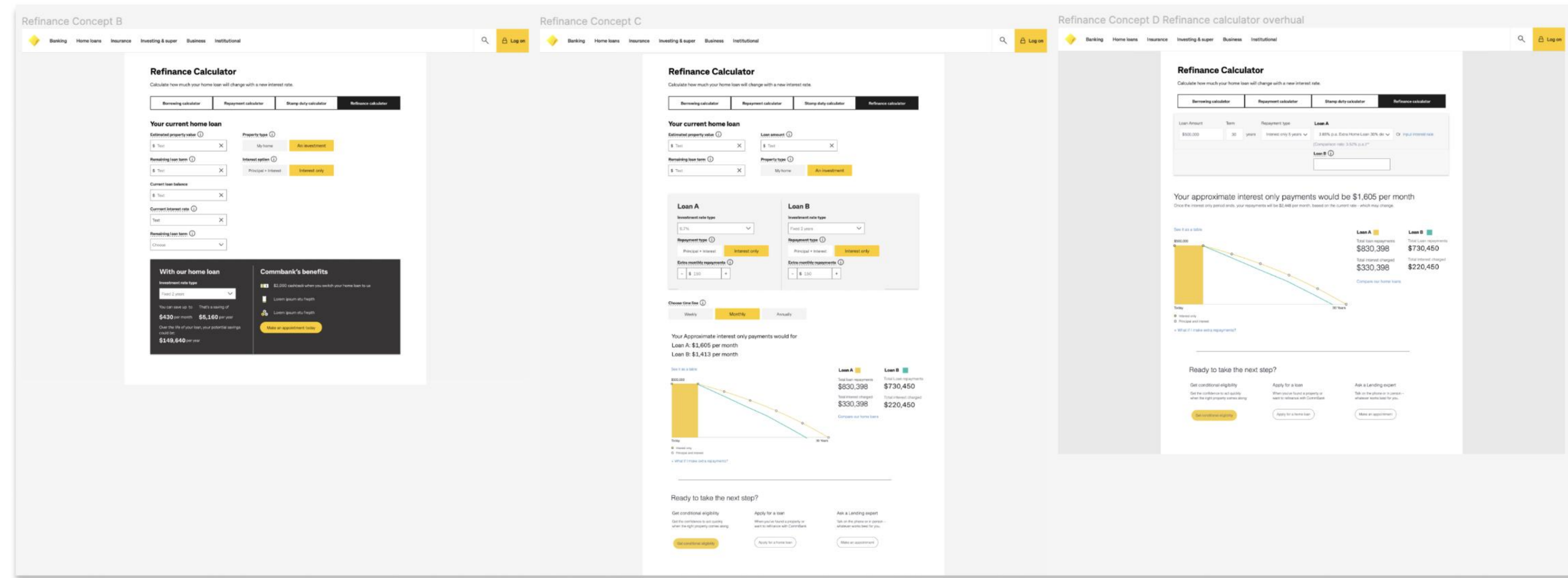
Criteria of success

- Easy as possible to get results
- Users understand the purpose of the calculator
- Users are aware of other calculators available and they understand the difference
- Users know when to use each calculator in the home buying journey
- Users can learn about refinancing on the page
- Users can make an appointment easily

Develop Ideation

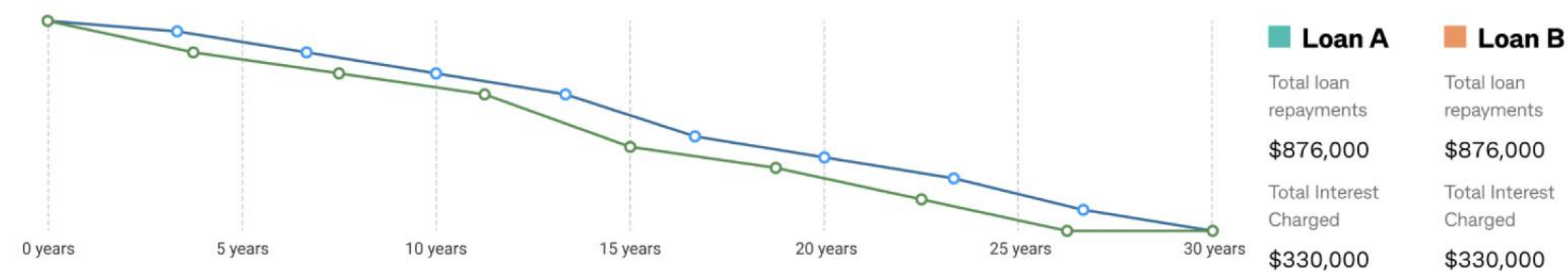


Develop Ideation



See the home loans over time

Visualisation of home loan comparison over time



[Compare our home loans](#)


Develop Usability testing

Session details

- 1:1 Usability testing sessions
- Exploratory & UT
- Participants had **existing home loans**
- **6 Participants**
- Mobile view

Goals

- Ensure the experience is understandable, usable and desirable
- Identify opportunity areas
- Learn how customers refinance and how can we make it easier for them

Screens	Time on task	Total time	Task / Research questions	Research area	Hypothesis	Success metrics	Outcome	Findings	Considerations
			<p>Let's jump into the prototype. Please click on the RC link for me. In this scenario, you're calculating what refinancing your loan would cost you. You have already input the details such as your property value, current loan balance, years remaining and your current interest rate.</p> <ul style="list-style-type: none"> • Take some time to go through this screen and talk your thoughts aloud: What do you like and dislike, is there anything that's stands out as odd or confusing? • What would you do as the first step here? 	LEARNABILITY	User examines the page and understand how the calculator works.	User understands they are on a refinance calculator page.	EXPLORE	<p>not eventually find it. One of them found a repayments calculator and thought it was a refinance calculator.</p> <p>All except one understood how the calculator works. Few pointed out that 'Repayments' is the most important information and that it should be displayed above all else in the results section.</p> <p>One of them interpreted the information around how much they'll be saving on the new rate, as a marketing gimmick to get them to fix the loan for a year.</p> <p>Some pointed out that they'd like to see repayments for current loan as well.</p> <p>"I feel like your new monthly payments should be up top, none of these things matter more than repayments"</p>	RECOMMENDATION FOR NEXT STEPS: Test the calculator with participants who actively use refinance calculators from other websites so that they're able to compare those experiences with that of CBA's.
			You decide you would like to fix your	TASK SUCCESS	User can	User taps the	PASS	Everyone clicked on the drop	

Develop

Usability testing

Insights

- Participants were already looking to refinance or had refinanced due to interest rates. Some also did because of poor customer experience.
- Most of them had never used a refinance calculator and had gone through broker/lender for their refinancing needs. One participant did say they have used a refinance calculator in the past, however based on their response, it seemed like they have used only a repayments, and not a refinance calculator.
- Not everyone found the refinance calculator on the website easily. Some did try to navigate to the calculator but did not find it and one of them found a repayments calculator and thought it was a refinance calculator.
- Participants who were considering refinancing would typically reach out to their lender/broker rather than choose a product and calculate their repayments through a refinance calculator.

OPPORTUNITY: How might we help our customers who visit the CBA website understand the difference between refinance, repayments and borrowing calculator so that they make an informed decision on what calculator suits their current needs?

Develop Usability testing

What worked well

The overall structure worked well. Participants knew that the first section was all about their current loan and the second section was about the new product. The result section was well appreciated, however the general feedback was that the information that's most important - repayments - should be above savings.

What needs improvement

Information in the 'Result' section could be structured in a way such that the most crucial information is right at the top followed by how much they will be saving. Perhaps also try rewording "lower your repayments" to "savings per month" because people don't immediately relate "lowering repayments" to savings.

The screenshot shows the 'Refinance Calculator' interface. At the top, there is a navigation bar with a menu icon, a search icon, and a 'Log on' button. The main heading is 'Refinance Calculator' with a sub-heading 'Calculate how much interest you could potentially save by refinancing your home loan with us.' Below this, there are two tabs: 'Refinance Calculator' (selected) and 'Borrowing Calculator'. The form is divided into 'Step 1' and 'Step 2'. Step 1 is titled 'Your current home loan' and includes fields for 'Estimated property value' (\$ 895,000), 'Current loan balance' (\$ 400,000), 'Years remaining' (30), and 'My current interest rate' (7.2%). Step 2 is titled 'Your new home loan' and includes options for 'Property type' (My home, An investment) and 'I'll be paying' (Principal & Interest, Interest Only).

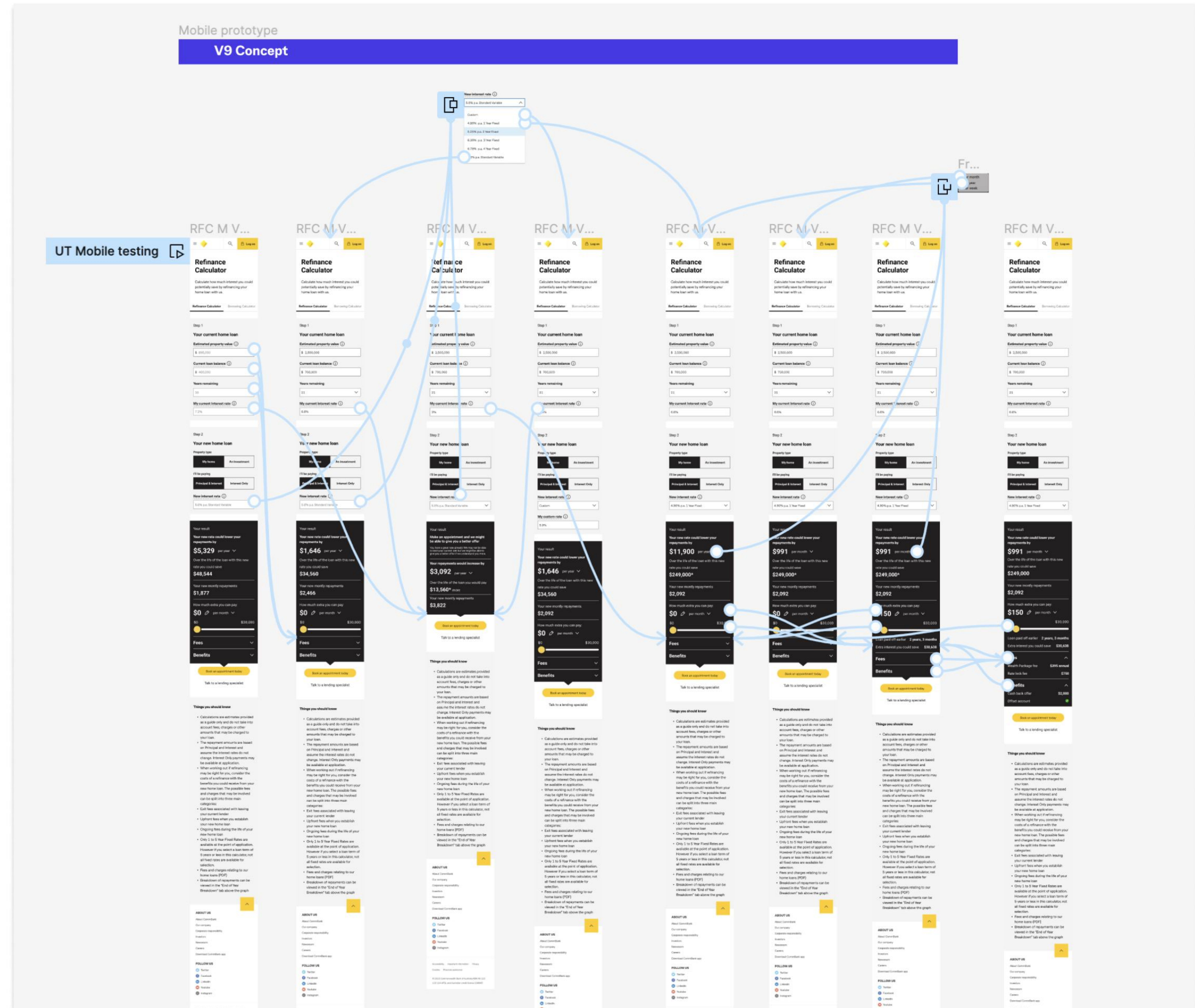
The screenshot shows the 'Refinance Calculator' interface, Step 2, with the 'Your new home loan' section. It includes a 'Years remaining' dropdown set to 21, a 'My current interest rate' field set to 6.6%, and a 'New interest rate' dropdown set to 5.6% p.a. Standard Variable. The 'Your result' section is highlighted in dark grey and shows: 'Your new rate could lower your repayments by \$1,646 per year', 'Over the life of the loan with this new rate you could save \$34,560', 'Your new monthly repayments \$2,466', and 'How much extra you can pay: \$0 per month'. There is a slider for 'How much extra you can pay' ranging from \$0 to \$30,000. At the bottom, there are expandable sections for 'Fees' and 'Benefits'.

Develop Usability testing

Overall

Participants understood how to use the refinance calculator, and the purpose of it. They appreciated the outputs the calculator gave them, however they would re-order the output section.

There seemed to be a general lack of knowledge around the difference between refinance and repayments calculator.



Develop Ideation

Your result

Your new monthly repayments

\$4,532

Your current monthly repayments **\$3,560**

Your new rate could save you

Monthly	\$667
Yearly	\$8,004
Over the life of the loan	\$216,108

How much extra you can pay:

Week Month Year

\$0

\$0 \$30,000

About this loan

Ready to get started? **or** Talk to a lending specialist

Refinance online Book an appointment

Your result

Your new monthly repayments

\$4,532

Your current monthly repayments **\$5,199**

Your new rate could save you

Monthly	\$667
Yearly	\$8,004
Over the life time of the loan	\$216,108

How much extra you can pay:

Week Month Year

\$150

\$0 \$30,000

Loan paid off earlier **2 years, 3 months**

Extra interest you could save **\$82,470**

About this loan

Comparison rate	\$53,560
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Fees

Wealth Package fee ⓘ	\$53,560
Rate lock fee ⓘ	\$53,560

Benefits

Cash back offer	\$2,000
Offset account	✓

Ready to get started? **or** Talk to a lending specialist

Refinance online Book an appointment

UX Changes

It can be difficult to read the page as there is a significant amount of content. How might we ensure the correct hierarchy of content?

UI Changes

Can we strip out elements to make it easy to read at a high level?

Develop Challenges

Challenges on the project

- Design system lacks components like a segmented control toggle.
- Financial institutions calculate weekly and fortnightly differently to each other. Thus we would have to ask the user for an exact repayment schedule which most users would not know exactly and would require more input fields.
- Information hierarchy for the Refinance calculator.
- Adding a fourth tab to the current suite of calculators. Is this the right way to promote the calculator or can it be integrated better elsewhere?
- Additional wording was required due to compliance and we were building in agile as they were making changes with legal. We had to prioritise what is the minimum viable product and a future iteration.
- Adapting to organisation and ensuring delay impacts were minimised.

Develop Challenges

Compliance

Working together to give the right amount of information without being too overwhelming.

Can't beat their current rate scenario text change

You may get a lower rate by booking an appointment to discuss your options

We may be able to give you discounts on your rate and personalised offers if we understand you more.

When comparing loans, make sure you compare to the variable rate you're switching to. You can find this on your lender's website.

Book an appointment



You can find out more by booking an appointment

From our calculations you'll be paying more for your new home loan. We may be able to give you discounts on your rate and personalised offers if we understand you more.

Book an appointment

When considering refinancing

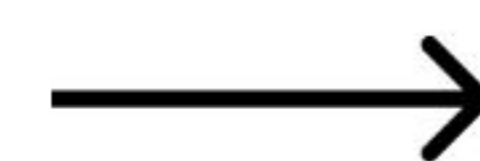
Home loans / Refinance Calculator

Refinance calculator

Calculate how much you could save on total interest and repayments by refinancing your home loan with us. Don't forget there may be costs involved with refinancing.

When considering a refinance, don't forget to take into account the costs of a refinance (such as exit, upfront and ongoing fees) as well as the benefits.

Your current home loan Estimated property value \$850,000	Your new monthly repayments \$4,082 Our estimate of your current monthly repayments
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Home loans / Refinance calculator

Refinance calculator

Calculate how much you could save on repayments by refinancing your home loan with us. There may be costs involved with refinancing.

Your current home loan Estimated property value \$850,000	Your new monthly repayments \$4,082 Our estimate of your current monthly repayments
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Develop Challenges

Adding a fourth tab

Would bring more prominence to the refinance calculator.

- First three calculators are for the first home buyer in mind.
- Not as scalable if we added another calculator to feature.
- Will implement an A/B test to understand the effects.

Current

The current interface features a navigation bar with 'Banking', 'Home loans', 'Insurance', 'Investing & super', 'Business', and 'Institutional'. The main heading is 'Home loan repayments calculator'. Below it, there are three tabs: 'Borrowing calculator', 'Repayment calculator' (which is active), and 'Stamp duty calculator'. The 'Repayment calculator' form includes fields for 'Loan Amount' (\$500,000), 'Term' (30 years), 'Repayment type' (Principal and interest), and 'With a' (6.24% p.a. Standard Variable Rate Home Loan). A checkbox for 'Add Wealth Package' is checked. The results show a monthly repayment of \$3,076, a total loan repayment of \$1,107,121, and total interest charged of \$607,121. A line graph shows the loan balance decreasing over time.

Proposed

The proposed interface features a navigation bar with 'Banking', 'Home loans', 'Insurance', 'Investing & super', 'Business', and 'Institutional'. The main heading is 'Refinance calculator'. Below it, there are four tabs: 'Borrowing', 'Repayment', 'Stamp Duty', and 'Refinance' (which is active). The 'Refinance calculator' form includes fields for 'Loan Amount' (\$500,000) and 'Term' (30 years). The results show a monthly repayment of \$3,076, a total loan repayment of \$1,107,121, and total interest charged of \$607,121. A line graph shows the loan balance decreasing over time.

Develop Challenges

Weekly, Fortnight or Monthly Repayments

Financial institutions calculate weekly and fortnightly repayments differently to each other. Thus we would have to ask the user for an exact repayment schedule which means an extra input field and would require them to know more about different repayment schedules. The solution due to time was removing the option.

Your current home loan
Estimated property value: \$850,000
Loan balance: \$680,000
Years remaining: 27 | Interest rate: 5.8%

Your new home loan
Property type: Owner occupied
I'll be paying: Principal & Interest
New interest rate: 4.49% p.a. Standard Variable
Repayment frequency: Fortnightly

Your new fortnightly repayment
\$1,021
Your current fortnightly repayments: \$1,870
Your new rate could save you: Monthly \$667, Yearly \$8,004

Your current home loan
Estimated property value: \$850,000
Loan balance: \$680,000
Years remaining: 27 | Interest rate: 5.8%

Your new home loan
Property type: My home
Repayment type: Principal & Interest
New interest rate: 4.49% p.a. Standard Variable Rate Home Loan
(Comparison rate: 5.2% p.a.)**

Your new monthly repayment
\$4,082
Our estimate of your current monthly repayments: \$5,230
Monthly \$667

An example of a repayment calculator with these options
source: figura.finance

Repayments
Amount - optional: \$1,872.35
Frequency: Fortnightly
Exact (26.0714 fortnights/yr)
✓ Rounded (26 fortnights/yr)
Split monthly (24 fortnights/yr)

Repayments
Amount - optional: \$933.24
Frequency: Weekly
✓ Exact (52.1429 weeks/yr)
Rounded (52 weeks/yr)
Split monthly (48 weeks/yr)

Interest only

Develop High fidelity

Concepts post UT

- Placement of appointment CTA
- Refining information hierarchy
- Education placement
- Colour adjustments.
- Spacing adjustments allowing more room for results

Ideation

Insurance Investing & super Business Institutional

Home loans / Refinance Calculator

Refinance calculator Next steps Other home loan calculators Book an appointment Refinance online

Refinance calculator

Calculate the interest you could potentially save by refinancing your home loan with us.

Your current home loan

Estimated property value
\$850,000

Current loan balance
\$680,000

Years remaining 27 Current interest rate 5.8%

Your new home loan

Property type
 Home An investment

I'll be paying
 Principal & Interest Interest only

New interest rate
4.49% p.a. Standard Variable

[Comparison rate: 4.51% p.a.]**

Your new monthly repayments

\$4,532

Your current monthly repayments
\$5,199

Your new rate could save you

Monthly	Yearly	Over loan life
\$667	\$8,004	\$216,108

Edit your repayments

Weekly Fortnightly Monthly

I'll be paying
\$0 \$30,000

About this loan

Ready to take the next step?

Learn about refinancing and talk to our experts.

Should you refinance?
Before you make any decisions, weigh up your options to understand if [refinancing is right for you](#).

How refinancing works
Follow these steps to find out [how to refinance your home loan](#).

Ask a lending expert
Call us or chat in person – whatever works best for you.

Make an appointment

Other home loan calculators

Borrowing calculator
Enter your income and expenses to estimate how much you may be able to borrow for a home loan.
Learn more

Repayment calculator
Work out how much your home loan repayments might be.
Learn more

Stamp duty calculator
In addition to your deposit, there are some other upfront costs like stamp duty and conveyancing to budget for.
Learn more

Things you should know

- Calculations are estimates provided as a guide only and do not take into account fees, charges or other amounts that may be charged to your loan.
- The repayment amounts are based on Principal and Interest and assume the interest rates do not change. Interest Only payments may be available at application.
- When working out if refinancing may be right for you, consider the costs of a refinance with the benefits you could receive from your new home loan. The possible fees and charges that may be involved can be split into three main categories:
 - Exit fees associated with leaving your current lender

Further ideation

Insurance Investing & super Business Institutional

Home loans / Refinance calculator

Refinance calculator Next steps Other home loan calculators Book an appointment Refinance online

Refinance calculator

Calculate the interest you could potentially save by refinancing your home loan with us.

Your current home loan

Estimated property value
\$850,000

Current loan balance
\$680,000

Years remaining 27 Current interest rate 5.8%

Your new home loan

Property type
My home An investment

I'll be paying
Interest only Principal and Interest

New interest rate
4.49% p.a. Standard Variable

[Comparison rate: 4.51% p.a.]**

Your new monthly repayments

\$4,532

Your current monthly repayments
\$5,199

Your new rate could save you

Monthly	Yearly	Over loan life
\$667	\$8,004	\$216,108

Edit your repayments Per month

I'll be paying
\$0 \$30,000

About this loan

Ready to take the next step?

Learn about refinancing and talk to our experts.

Should you refinance?
Before you make any decisions, weigh up your options to understand if [refinancing is right for you](#).

How refinancing works
Follow these steps to find out [how to refinance your home loan](#).

Ask a lending expert
Call us or chat in person – whatever works best for you.

Make an appointment

Other home loan calculators

Borrowing calculator
Enter your income and expenses to estimate how much you may be able to borrow for a home loan.
Learn more

Repayment calculator
Work out how much your home loan repayments might be.
Learn more

Stamp duty calculator
In addition to your deposit, there are some other upfront costs like stamp duty and conveyancing to budget for.
Learn more

Things you should know

- Calculations are estimates provided as a guide only and do not take into account fees, charges or other amounts that may be charged to your loan.

Develop High fidelity

Features

- Displays current loan repayments & new loan repayments
- Displays savings between loans
- Users can use a slider to increase their repayments and see how much they can save
- Users can enter their own custom Interest rate
- 'About this loan' informs the user about features and fees involved with the selected loan.
- Education about refinancing
- Interest only view
- Option to talk to a lender if we can't beat a rate
- Link out to other relevant calculators.

The screenshot shows a web application interface for a 'Refinance calculator'. The page title is 'RC BV22 Base Monthly Default'. The navigation menu includes 'Banking', 'Home loans', 'Insurance', 'Investing & super', 'Business', and 'Institutional'. The breadcrumb trail is 'Home loans / Refinance Calculator'. The main heading is 'Refinance calculator' with a sub-heading 'Calculate the interest you could potentially save by refinancing your home loan with us.' The form is divided into several sections: 'Your current home loan' (with inputs for property value, loan balance, years remaining, and interest rate), 'Your new home loan' (with radio buttons for 'My home' and 'An investment', and 'Principal & Interest' and 'Interest only'), and 'Your new monthly repayments' (showing a new rate of 4,082 and current repayments of 5,230). A table shows potential savings: Monthly (\$667), Yearly (\$8,004), and Over loan life (\$216,108). There are also dropdowns for 'Save with additional repayments each month' and 'About this loan'. At the bottom, there are radio buttons for 'View results as' (Weekly, Fortnightly, Monthly). Red annotations highlight specific features: 'Starting loan' points to the current loan inputs; 'New loan selection' points to the 'My home' and 'Principal & Interest' options; 'See results as a period of time' points to the 'Monthly' view selection; 'New repayments vs old' points to the comparison of current and new monthly repayments; 'Savings' points to the table of potential savings; 'See savings via additional Repayments' points to the 'Save with additional repayments each month' dropdown; 'See loan structure i.e benefits and fees' points to the 'About this loan' dropdown; and 'My home Vs owner occupied' points to the 'My home' radio button.

Starting loan

New loan selection

See results as a period of time

New repayments vs old

Savings

See savings via additional Repayments

See loan structure i.e benefits and fees

"My home" Vs "owner occupied"

Develop High fidelity

Default

The screenshot shows the 'Refinance savings calculator' in its default state. It features a clean, structured layout with a white background and blue accents. The main content area is divided into two columns: 'Your current home loan' and 'Your new monthly repayments'. The 'Your current home loan' section includes input fields for 'Estimated property value' (\$850,000), 'Loan balance' (\$680,000), and 'Years remaining' (27). The 'Your new monthly repayments' section shows a total of \$4,082, broken down into 'Monthly' (\$667) and 'Yearly' (\$8,004) payments, with a 'Cost over remaining term' of \$216,108. Below this, there are sections for 'Your new home loan' with options for 'Property type' (My home, An investment), 'Repayment type' (Principal & Interest, Interest Only), and 'New interest rate' (4.49% p.a. Standard Variable Rate Home Loan). A 'Ready to get started?' section at the bottom includes a 'Refinance online' button and a 'Book an appointment' button. The page also includes a 'Learn about refinancing' section and 'Other home loan calculators' (Borrowing, Repayment, Stamp duty).

Expanded interacted view

This screenshot shows the 'Expanded interacted view' of the calculator. The layout is more detailed, with expanded sections for 'Your new home loan' and 'What you'll get'. The 'Your new home loan' section now includes 'Property type' (My home, An investment), 'Repayment type' (Principal & Interest, Interest Only), and 'New interest rate' (4.49% p.a. Standard Variable Rate Home Loan). The 'What you'll get' section lists benefits such as 'Ability to fix 6.9% Earning Offset accounts and Health Package', 'Ability to make additional repayments and redraw', and 'Eligible for interest rate reductions'. There are also 'Trade-offs' listed, including 'Not protected from interest rate increases' and 'Fees and charges apply'. The 'Ready to get started?' section is more prominent, with a 'Refinance online' button and a 'Book an appointment' button. The 'Learn about refinancing' section is also expanded, providing more detail on the costs and benefits of refinancing.

Interest Only


This screenshot shows the 'Interest Only' view of the calculator. The layout is similar to the default view, but with a focus on interest-only repayments. The 'Your new monthly Interest Only repayments' section shows a total of \$3,972, with 'Monthly Principal & Interest repayments after Interest Only' of \$4,530 and 'Your estimated current monthly repayments' of \$5,230. The 'Your new home loan' section is expanded to show 'Property type' (My home, An investment), 'Repayment type' (Principal & Interest, Interest Only), and 'New interest rate' (7.2%). The 'Ready to get started?' section is more prominent, with a 'Refinance online' button and a 'Book an appointment' button. The 'Learn about refinancing' section is also expanded, providing more detail on the costs and benefits of refinancing.

If we can't beat their rate

This screenshot shows the 'If we can't beat their rate' view of the calculator. The layout is similar to the default view, but with a focus on the 'If we can't beat their rate' scenario. The 'Your new monthly repayments' section shows a total of \$4,768, with 'Monthly' (\$667) and 'Yearly' (\$8,004) payments, and a 'Cost over remaining term' of \$236,392. The 'Your new home loan' section is expanded to show 'Property type' (My home, An investment), 'Repayment type' (Principal & Interest, Interest Only), and 'New interest rate' (4.49% p.a. Standard Variable Rate Home Loan). The 'Ready to get started?' section is more prominent, with a 'Refinance online' button and a 'Book an appointment' button. The 'Learn about refinancing' section is also expanded, providing more detail on the costs and benefits of refinancing.

Develop High fidelity

Accessibility enhancements

[Banking](#) [Home loans](#) [Insurance](#) [Investing & super](#) [Business](#) [Institutional](#)

[Home loans](#) / Refinance calculator

Refinance calculator

Calculate how much you could save on repayments by refinancing your home loan with us. There may be costs involved with refinancing.

Your current home loan

Estimated property value

Loan balance

\$10,000 minimum loan amount

Years remaining: Interest rate: % p.a.

This information will help us calculate your current monthly repayments. We've assumed you pay monthly Principal & Interest repayments on your current loan

Your new home loan

Property type

My home An investment

Repayment type

Principal & Interest Interest Only

New interest rate



(Comparison rate: 5.2% p.a.)**
Loan options displayed based on property and repayment type. You can select your LVR tier.

Please enter an amount of \$10,000 or more.

We do not lend amounts under \$10,000 or under for home loan products.

Develop High fidelity

Mobile screens

☰  🔍  Log on

[Home loans](#) / Refinance calculator

Refinance calculator

Calculate how much you could save on repayments by refinancing your home loan with us. There may be costs involved with refinancing.

Your current home loan

Estimated property value

Loan balance

Years remaining Interest rate

This information will help us calculate your current monthly repayments. We've assumed you pay monthly Principal and Interest repayments on your current loan

Years remaining Interest rate

This information will help us calculate your current monthly repayments. We've assumed you pay monthly Principal and Interest repayments on your current loan

Your new home loan

Property type

My home An investment

Repayment type

Principal & Interest Interest Only

New Interest rate

Loan options displayed based on property and repayment type. You can select your LVR tier.

Your new montly repayments

\$4,532

Our estimate of your current

Your new montly repayments

\$4,532

Our estimate of your current monthly repayments

\$5,199

How much you could save on repayments

Monthly	\$667
Yearly	\$8,004
Over the life of the loan	\$216,108

You could pay off your home loan sooner

Features & fees

Ready to get started?

Features & fees

Ready to get started?

Refinance online in 10 minutes online or talk to a lending specialist

[Refinance online](#)

[Book an appointment](#)

Learn about refinancing

When considering refinancing, don't forget to take into account the costs, including exit, upfront and ongoing fees, as well the benefits.

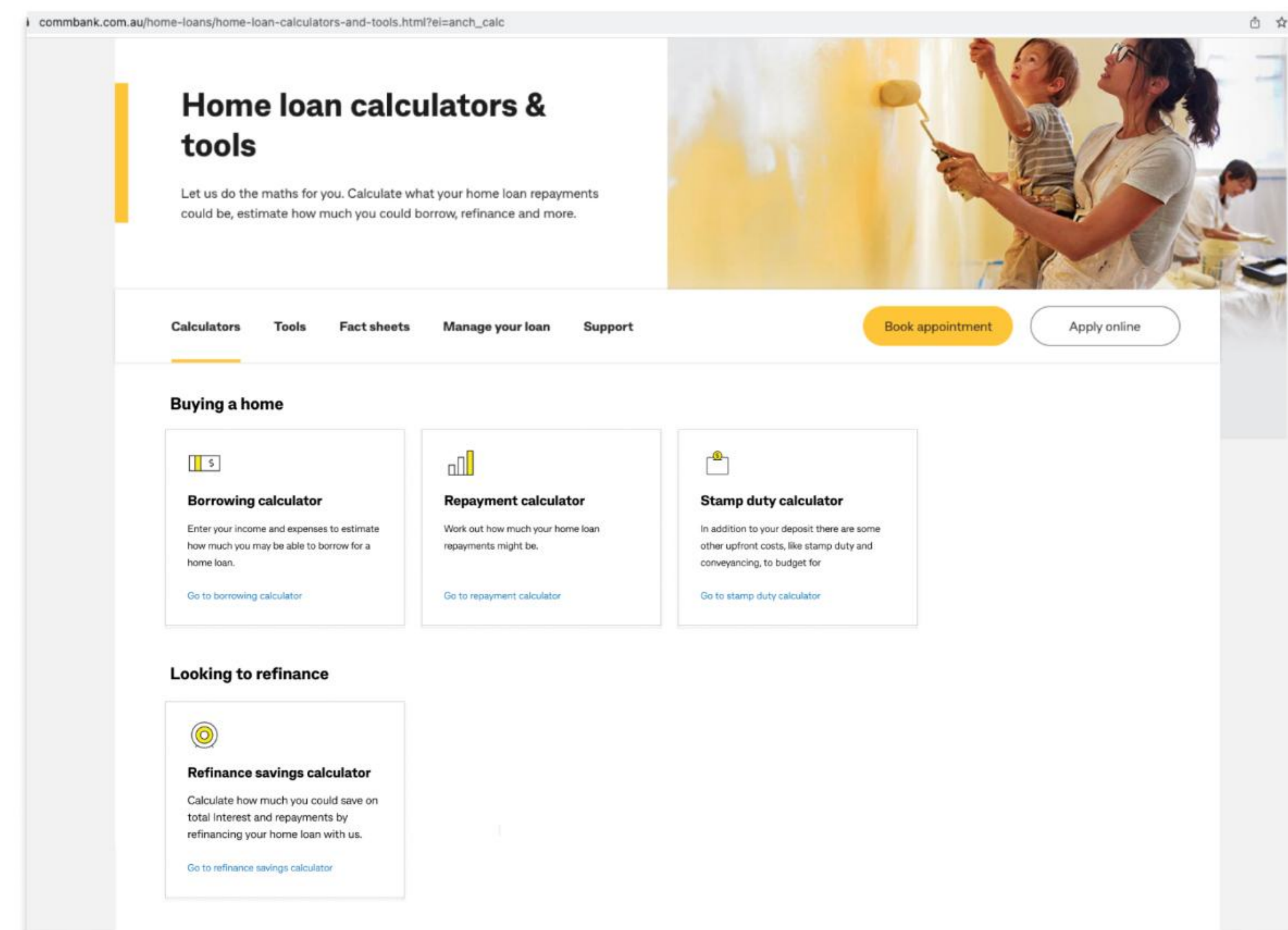
Should you refinance?

Before you make any decisions, weigh up your options to understand if [refinancing is right for you](#).

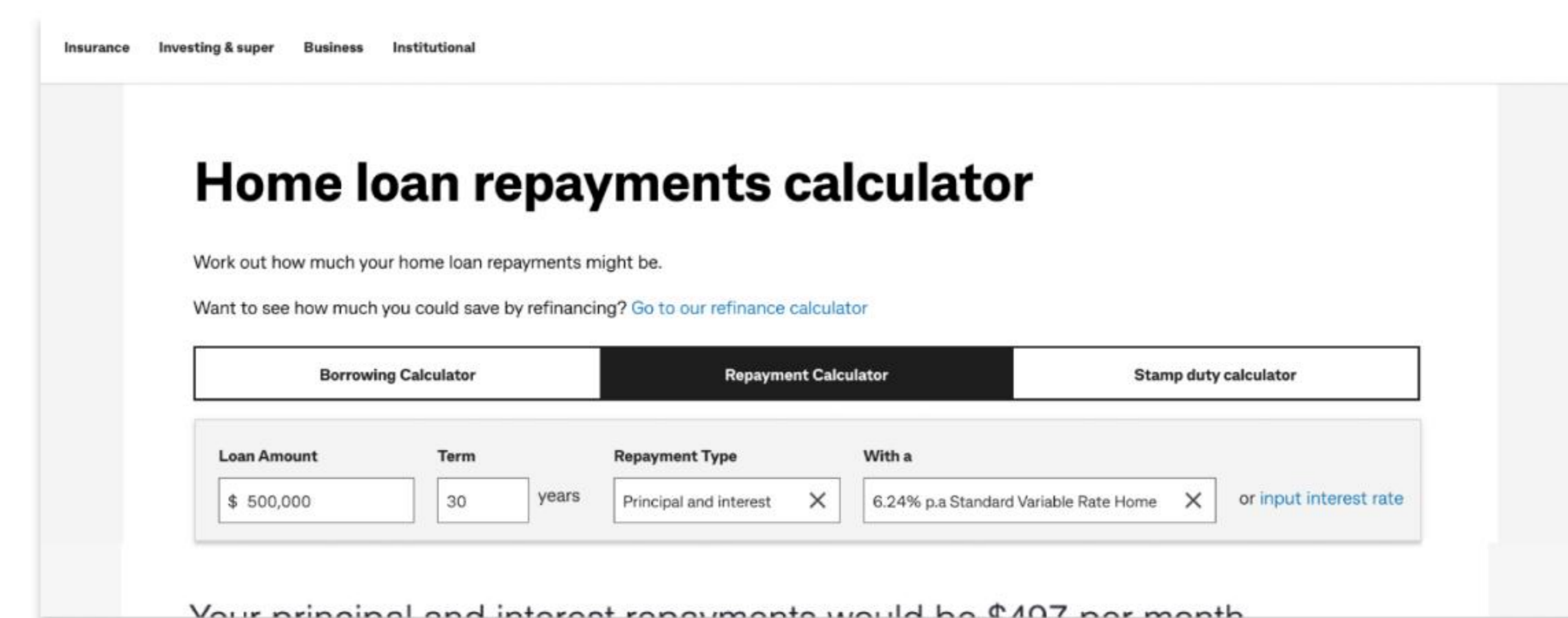
Develop Information architecture overhaul

Calculator index overhaul

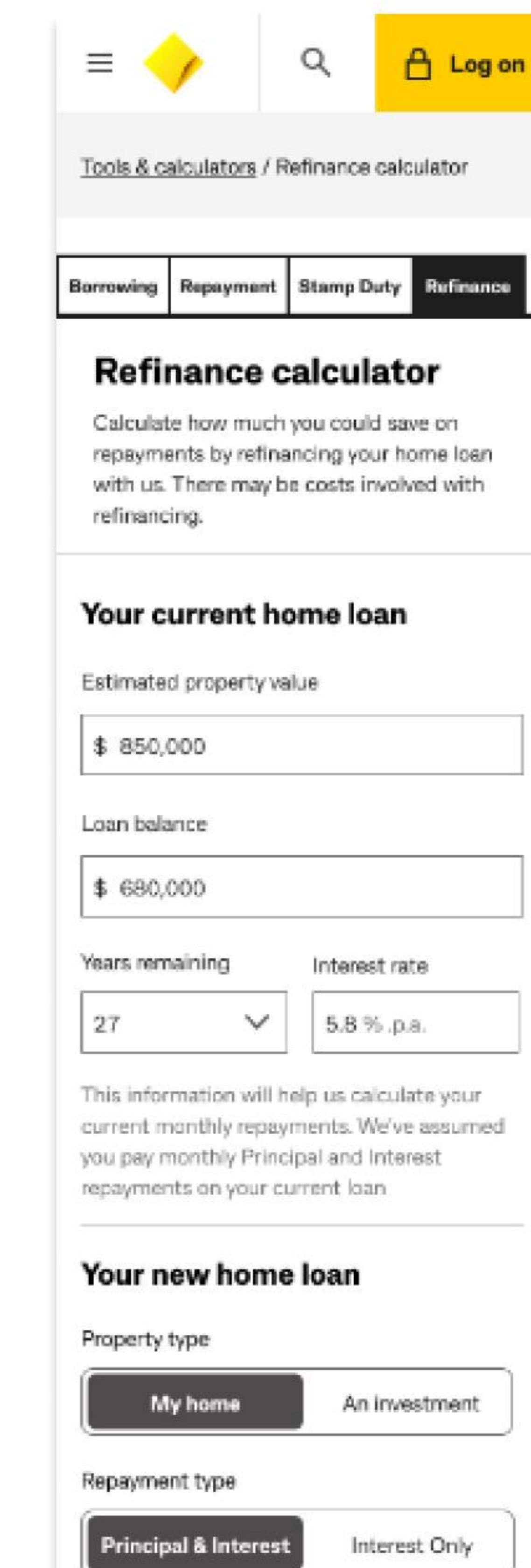
Assist with informing users the difference between a refinance and repayment calculator



Link out from repayment calculator



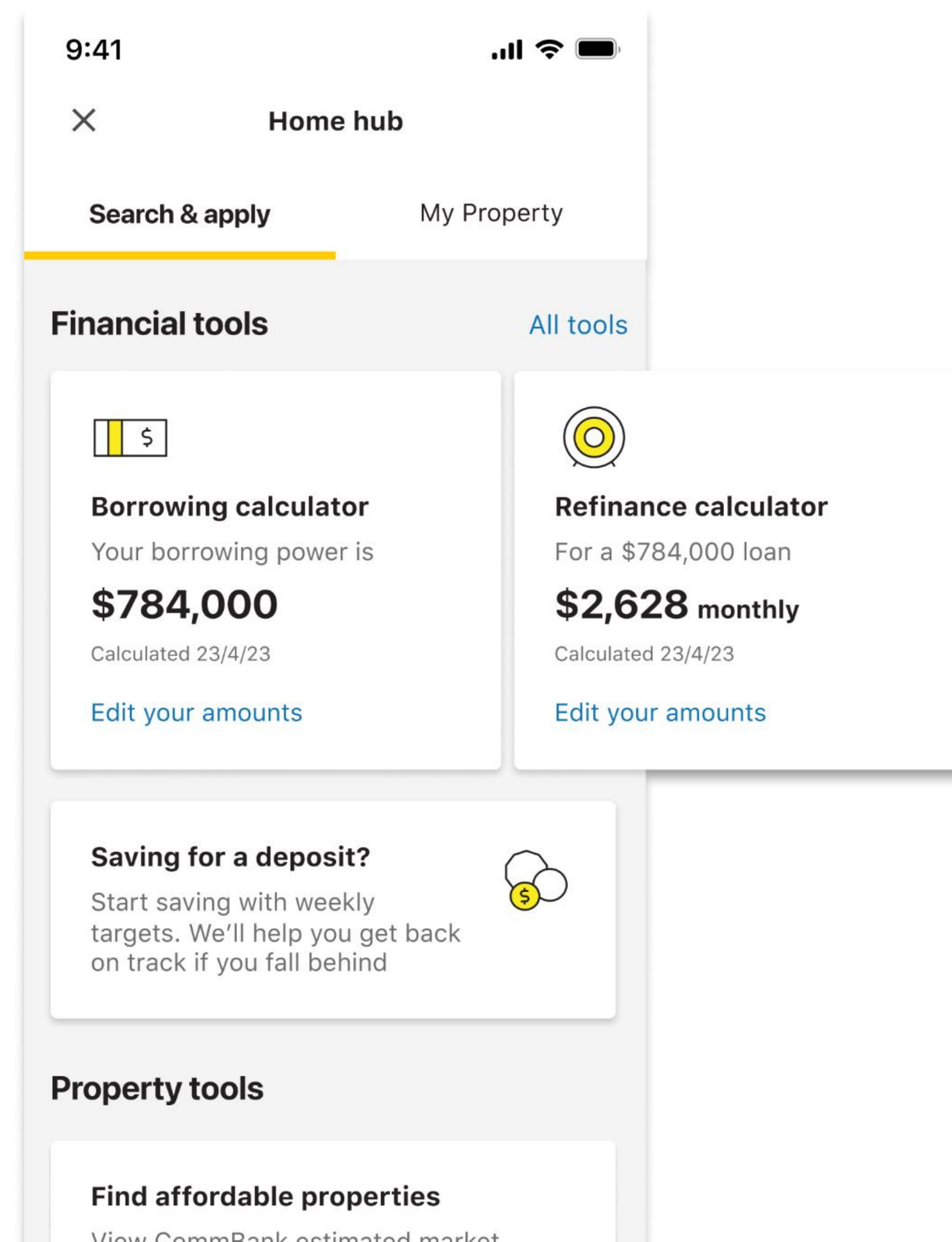
Breadcrumbs to help give context to the user



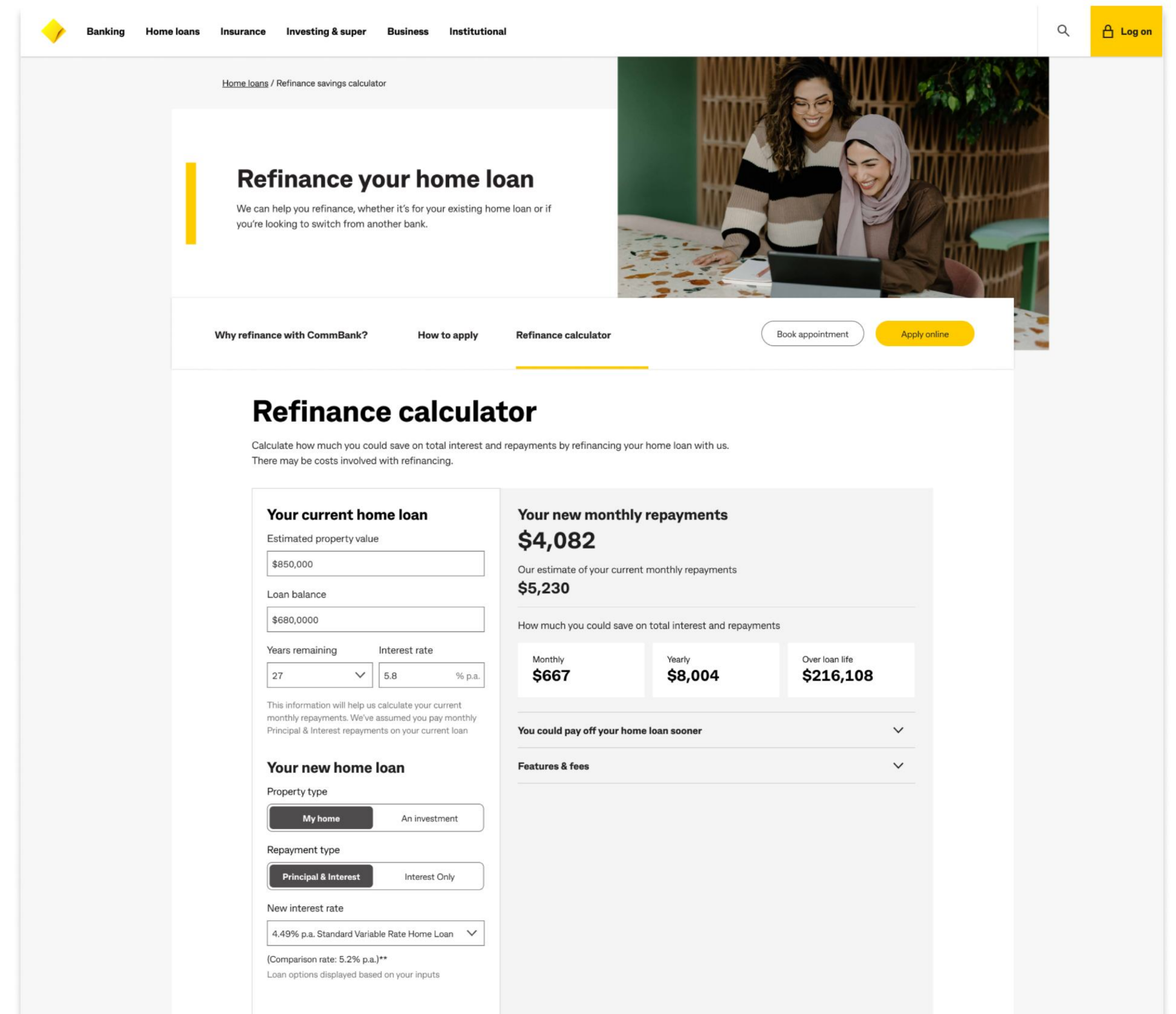
Develop Information architecture overhaul

Adding calculators to Home Hub

A secondary initiative to improve the Home Hub experience by adding calculators to inform customers of their financial position.



Placing the refinance calculator on the refinance page



Deliver

Measuring Success

- Tagging input fields to understand how users interact with them
- Conversion rate of how many people click call to actions to book an appointment or refinance online
- Measure against the other calculators in terms of usage and booked appointments
- Conducting research on current usage with a survey on the calculator

Ready to get started?
Get conditional approval in 15 minutes online or talk to a lending specialist.

Refinance online

Book an appointment

 **Help us improve our Refinance calculator**

Your feedback will help us improve the experience.

[Give feedback](#)

Learn about refinancing

When considering refinancing, don't forget to take into account the costs, including exit, upfront and ongoing fees, as well the benefits.

Should you refinance?

Before you make any decisions, weigh up your options to understand if [refinancing is right](#)

How refinancing works

Follow these steps to find out [how to refinance your home loan](#).

Deliver

Measuring Success

- Current loan balance, years remaining and interest rate received the highest interactions
- The launch of the refinance calculator is creating a rich source of new leads with 2,172 leads since it launched at a 4.69% conversion rate.
- This a 500% increase in traffic since we launched the new refinance calculator. Unique visitors to the old calculators was ~5K per month. After 1 month the new refinance calculator has attracted 30K unique visitors.

Borrowing **Repayment** **Stamp Duty** **Refinance**

Refinance calculator

Calculate how much you could save on repayments by refinancing your home loan with us. There may be costs involved with refinancing.

Your current home loan

Estimated property value
\$850,000

Loan balance
\$680,000

i Your Loan to Value Ratio (LVR) would be 70%
Your LVR may affect the interest rate you can get.
Your rates will [improve with a lower LVR](#).

Years remaining: 27 Interest rate: 5.8 % p.a.

This information will help us calculate your current monthly repayments. We've assumed you pay monthly Principal & Interest repayments on your current loan

Your new home loan

Property type
My home An investment

Repayment type
Principal & Interest Interest Only

New Interest rate
4.49% p.a. Standard Variable Rate Home Loan

(Comparison rate: 5.20% p.a.)**
Loan options displayed based on your LVR, property and repayment type.

Your new monthly repayments
\$4,082

Interest rate: **4.49%** p.a Comparison rate**: **5.20%** p.a

Our estimate of your current Principal and Interest monthly repayments
\$5,230

How much you could save on repayments

Monthly \$667	Yearly \$8,004	Over years remaining \$216,108
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You could pay off your home loan sooner **▼**

Features & fees **▼**

Ready to get started?
Get conditional approval in 15 minutes online or talk to a lending specialist.

[Refinance online](#) [Book an appointment](#)

Help us improve our Refinance calculator

Your feedback will help us improve the experience.

[Give feedback](#)

Deliver Opportunities

Enhancements

- Creating a new colour palette to add a fun atmosphere to the calculators
- Further improvements based on metrics and research. How can we keep improving this calculator?
- Saving customer inputs and giving those inputs to the lender to streamline the process

The screenshot shows the 'Refinance calculator' interface. At the top, there are navigation tabs: 'Borrowing', 'Repayment', 'Stamp Duty', and 'Refinance'. The 'Refinance' tab is selected. Below the tabs, the title 'Refinance calculator' is displayed, followed by a brief explanation: 'Calculate how much you could save on total interest and repayments by refinancing your home loan with us. There may be costs involved with refinancing.'

The main content area is divided into two columns. The left column is titled 'Your current home loan' and contains input fields for 'Estimated property value' (set to \$850,000), 'Loan balance' (set to \$680,000), 'Years remaining' (set to 27), and 'Interest rate' (set to 5.8% p.a.). Below these fields is a small text block: 'This information will help us calculate your current monthly repayments. We've assumed you pay monthly Principal & Interest repayments on your current loan.'

The right column is titled 'Your new monthly repayments' and shows 'Our estimate of your current monthly repayments' as \$5,230. Below this, it displays 'How much you could save on total interest and repayments for' with three options: 'Monthly \$667', 'Yearly \$8,004', and 'Over term remaining \$216,108'. There are also dropdown menus for 'You could pay off your home loan sooner' and 'Features & fees'.

At the bottom of the calculator, there is a 'Ready to get started?' section with a 'Refinance online' button and a 'Book an appointment' button. Below this is a 'Learn about refinancing' section with two sub-sections: 'Should you refinance?' and 'How refinancing works'. At the very bottom, there are three smaller calculator links: 'Borrowing calculator', 'Repayment calculator', and 'Stamp duty calculator'.

This screenshot is identical to the one on the left, showing the 'Refinance calculator' interface. However, it features a different color palette for the overlays. The left side has a yellow triangle, and the right side has a large orange arrow pointing right. The calculator content, including the input fields, results, and navigation elements, remains the same as in the previous screenshot.