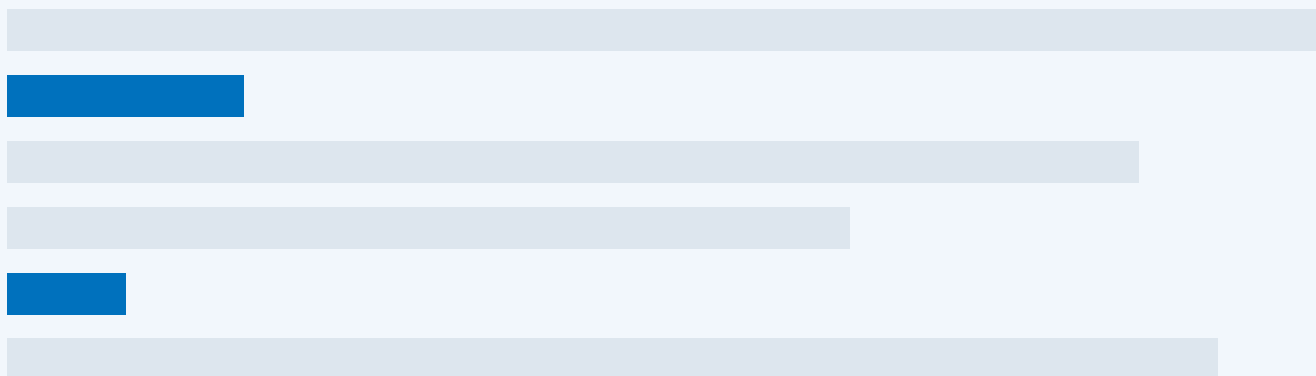


1/5

Nearly 1 in 5 Australians have used AI to create or alter documents for a home loan

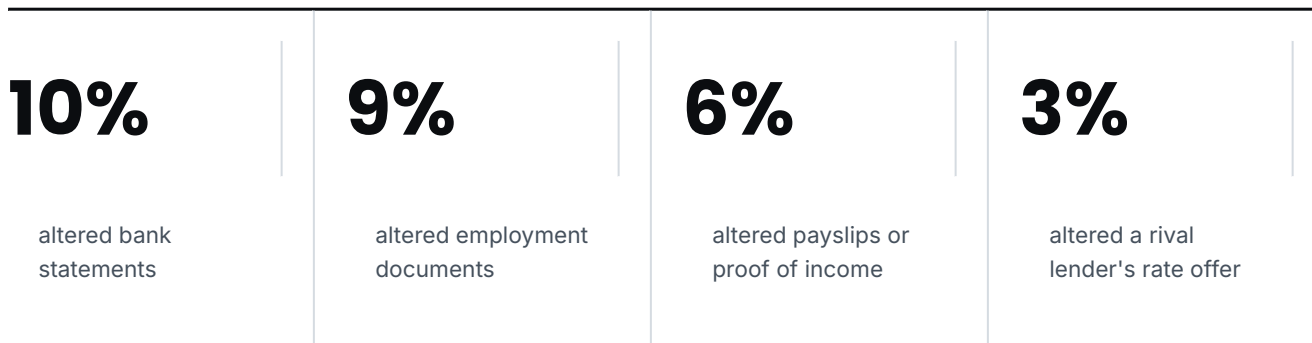
A national survey on AI and forged mortgage paperwork — which documents get changed, who is doing it, and what it means for lenders and borrowers.



01 – KEY FINDINGS

18%

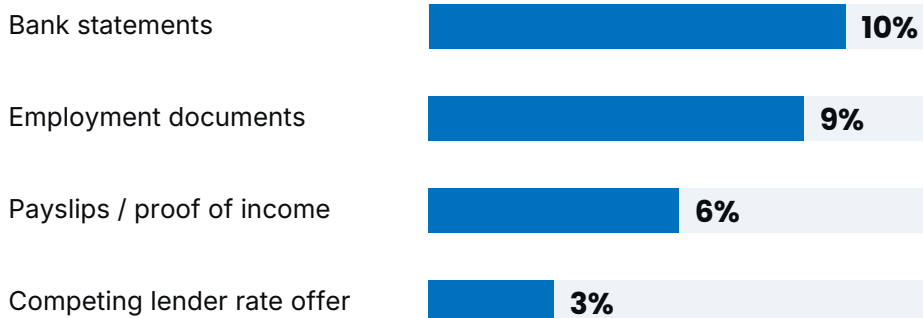
of Australians say they have used AI to create or alter documents for a home loan application.



Bank statements are the most common target

Bank statements topped the list of documents Australians reported using AI to create or alter (10%), followed by employment documents (9%) and payslips or proof of income (6%). A further 3% said they had used AI to create or alter a competing lender's interest rate offer, a document often used to negotiate a better deal.

DOCUMENTS AUSTRALIANS USED AI TO CREATE OR ALTER • % OF ALL RESPONDENTS



Source: OurTop10 AI Mortgage Document Survey, October 2026. PureProfile, n = 1,018 Australians. Respondents could select more than one document type.

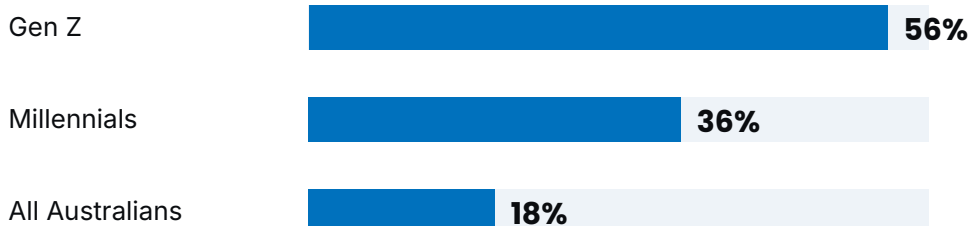
82% said they have never done it. The 18% headline is the remainder: everyone who did not choose "No, I have never used AI to create or alter these documents".

02 — BY GENERATION

Gen Z and Millennials lead the way

Younger Australians were far more likely to say they had used AI to create or alter documents for a home loan application or negotiation. More than half of Gen Z respondents (56%) said they had done so, along with 36% of Millennials. That is roughly three times and twice the national rate (18%).

USED AI TO CREATE OR ALTER HOME LOAN DOCUMENTS · % OF EACH GROUP

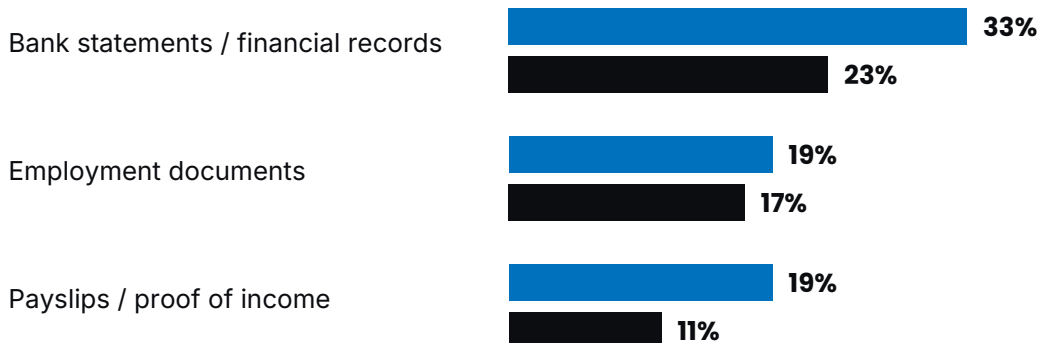


Source: OurTop10 AI Mortgage Document Survey, October 2026. PureProfile, n = 1,018 Australians. Respondents could select more than one document type.

Bank statements or financial records were the most commonly cited documents in both groups, followed by employment documents and payslips or proof of income.

WHICH DOCUMENTS · % OF EACH GROUP

■ GEN Z ■ MILLENNIALS



Source: OurTop10 AI Mortgage Document Survey, October 2026. PureProfile, n = 1,018 Australians. Respondents could select more than one document type.

03 — COMMENTARY

"A PDF that can be altered in seconds"

**Mansour Soltani**

HEAD OF RESEARCH,
OURTOP10

"AI tools are evolving faster than many lenders' ability to detect false documents, and some are still relying on legacy verification systems that weren't built for this."

"Higher interest rates are reducing borrowing capacity, particularly for first-home buyers, and leaving some existing borrowers stuck in mortgage prison because they no longer qualify for a refinance. Some alter their paperwork to inflate their income or understate their expenses, seeing it as a way around those hurdles and a chance to 'beat the banks'."

"It highlights the case for secure data sharing between the ATO and banks, with the borrower's consent. That would let lenders verify declared income against an independent government source, rather than relying on a PDF that can be altered in seconds with AI."

"Younger generations may be more comfortable using AI in their day-to-day lives. That familiarity could make some feel more confident using it to alter mortgage paperwork, without fully thinking through the consequences."

WHAT BORROWERS RISK

Declined

Altering a payslip or bank statement is fraud. If it is caught, the application can be declined.

Loan called in

If it is found after settlement, the lender can call the loan in.

Criminal charges

Knowingly submitting forged documents to mislead a lender can lead to charges.

Unaffordable debt

If it slips through, the borrower may end up with a loan they can't repay.

METHODOLOGY

OurTop10 commissioned the survey from PureProfile, with a nationally representative sample of 1,018 Australians, stratified by gender, age and location.

Respondents could select more than one document type, so the individual percentages should not be added together. The 18% headline figure is the complement of the 82% who selected "No, I have never used AI to create or alter these documents", using the displayed rounded percentages.

ABOUT OURTOP10

OurTop10 is an Australian comparison and research platform providing rankings, market research and property insights to help consumers make informed financial and property decisions.

USING THIS RESEARCH

If you use this information, please include a link to ourtop10.com.au/reports/ai-mortgage-document-fraud/

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