



Connective Essentials

Latest News

Keeping you informed



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LATEST NEWS

We're continuing to improve our processes and systems.

- **Foreign passport expiry prompt added to ApplyOnline and LoanApp:** In July, we made further enhancements to ApplyOnline... ([read more](#))
- **Introducing a new First Home Owners Grant inbox:** To assist in streamlining our First Home Owners Grant application process and... ([read more](#))

If you have any questions in the meantime, please contact your Connective Home Loans Essentials Business Development Manager.

Regards,

Phil Waugh
Executive, Broker Distribution

Foreign passport expiry prompt added to ApplyOnline and LoanApp

In July, we made further enhancements to ApplyOnline and LoanApp designed to minimise manual work effort, improve the user experience and the speed to unconditional approval.

You may have noticed that we've added a foreign passport expiry prompt.

Where an applicant is a non-Australian/New Zealand citizen it is mandatory for you to provide the customer's Foreign passport details so that Advantedge can confirm the customer's visa status. Where the Foreign passport has expired, you will now be prompted to provide an additional valid form of identification.

Please note, you're required to submit the expired Foreign passport as well as the additional valid ID.

Introducing a new First Home Owners Grant Inbox

To assist in streamlining our First Home Owners Grant (FHOG) application process and improve turnaround times, we've created a new dedicated inbox for all FHOG and Home Buyer's Assistance Account (HBAA) requests.

Please note: HBAA requests are for West Australian customers only.

From **Friday 29 July 2022**, all FHOG and HBAA requests are to be sent to advantedge.fhog@advantedge.com.au.

Further support

If you have any questions, please speak to your Connective Home Loans Essentials Business Development Manager.



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Important information

Interest rates, fees and charges are subject to change. Fees and charges apply to all Advantedge products. Refer to the Fees and Charges Booklet on your aggregator's software for full details. Fees and charges are current and may be introduced or varied in accordance with loan terms.

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