



Updated Discharge Form

Effective Immediately

We've heard brokers' feedback and responded. Our redesigned discharge form shows brokers and their customers the exact information we need before we can instruct our external solicitors to process the discharge request.

We've also created a dedicated inbox for discharge requests – discharges@pepper.com.au

From 9 September 2022, Pepper Money will require all new discharge requests to be lodged using this form. After this date, discharge requests using the old forms will be required to be re-submitted on the new form. We should still be able to process the request, based on the date the form was originally submitted if a completed new form is returned within two business days of the original request being lodged.



Interest rate update

Following the Reserve Bank of Australia's (RBA) decision to increase the official cash rate by 0.50% to 1.85% on 2 August 2022, we have updated our home loan interest rates.

New applications, effective 31 August 2022

- Please refer to the attached updated rate card for our full range of variable and fixed interest rates and fees for new applications submitted from 31 August 2022.

Applications that have not yet settled, effective 31 August 2022

- Variable interest rates will increase by 0.50% p.a., in line with the RBA cash rate increase.
- The applicable fixed interest rate on the date of settlement will be applied.

Applications that have settled or will settle between 12-31 August 2022

- Variable interest rates will increase by 0.50% p.a., in line with the RBA cash rate increase. The change to interest rate and repayments will be communicated to customers.



Update to Pepper Money personal loan verification process

Effective 1 September 2022

Mandatory updates are coming soon to Document Verification Services (DVS). This means, from 1 September 2022, if using an Australian driver licence for identification purposes, the driver licence card number will be a mandatory field for NSW, ACT, SA, TAS, NT and WA personal loan applications. If you are unsure where the card number is located, please refer to the attached guide.



Introducing weekly pipeline emails

Effective 5 September 2022

To provide brokers with better visibility of applications, Pepper Money is introducing weekly pipeline emails for home loan and commercial loan applications, as they flow through the origination journey. These emails will contain any outstanding conditions and key contacts to assist brokers with pipeline management.

If you have any questions, please don't hesitate to contact the Pepper Money team.

Pepper Money

salesupport@pepper.com.au | [1800 737 737](tel:1800737737)



peppermoney



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Useful Links
[View in browser](#)

North Sydney, NSW, 2060, Australia

[Call 1800 737 737](tel:1800737737)

Important information

Information is correct as of 29 August 2022 and subject to change at any time.

All applications are subject to credit assessment and eligibility criteria. Terms, conditions, fees and charges apply.

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