

Latest News

Keeping you informed



Broker use only, not for distribution to customers.

LATEST NEWS

We're continuing to improve our processes and systems.

- **HECS-HELP debts to be included in DTI calculations:** From Friday 30 September, you must record your customer's declared HECS-HELP debt balance... [\(read more\)](#)
- **Settlements for Thursday 22 September 2022 National Public Holiday:** Due to the National Day of Mourning, there may be changes to settlements... [\(read more\)](#)
- **Keeping you better informed along the Advantedge assessment process:** From Thursday 29 September, the Advantedge Pre-Assessment and Credit Assessment teams will begin sending you an SMS to... [\(read more\)](#)
- **Scheduled system maintenance on 25 September:** There will be a scheduled system outage on Sunday 25 September from... [\(read more\)](#)

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

Regards,

Phil Waugh
Executive, Broker Distribution

HECS-HELP debts to be included in DTI calculations

From **Friday 30 September**, you must record your customer's declared HECS-HELP debt balance in your lodgement system when submitting a home loan application. The value entered will then be factored into the debt-to-income (DTI) ratio calculation.

When entering in the HECS-HELP balance, ensure you input the figure into both the 'Limit' and 'Balance' fields.

If you are using the Advantedge Serviceability Calculator, you must input the HECS-HELP debt balance and repayments as 'Other Loan Repayments'.

Further support

Please refer to the [pipeline](#) treatment for guidance on in-flight versus new applications.

For more information, please consult the Advantedge Guidelines Manual or speak to your Connective Home Loans Essentials Business Development Manager.

Settlements for Thursday 22 September 2022 National Public Holiday

Due to the National Day of Mourning following the passing of Queen Elizabeth II, there may be changes to settlements booked on **Thursday 22 September**. Please see below for more details.

MSA:

- MSA offices will be closed on this date.

- Any settlements booked in on 22 September 2022 will be rescheduled by MSA and the Settlement Agent.
- Victorian offices will also be closed on Friday 23 September for the Grand Final Eve public holiday.

PEXA:

- Any PEXA settlements currently scheduled for this day will have the date/time removed by PEXA.
- The option to book settlements on this date has been removed.
- Solicitors will need to reschedule for transfer settlements i.e., Purchases and Sales.
- Incoming refinances will be rebooked by the Lending Services settlement teams.
- The Grand Final Eve public holiday will not impact PEXA.

Keeping you better informed along the Advantedge assessment process

From **Thursday 29 September**, the Advantedge Pre-Assessment and Credit Assessment teams will begin sending you an SMS to update you when:

- Pre-Assessment is completed on an application
- They're about to make an initial call to you – so you know it's us calling
- An application has outstanding information and the credit assessor has not been able to reach you.

Why we're making this change

You've told us you want more updates on your applications and we've listened!

By updating you more frequently and using different methods such as SMS to communicate with you, this will ensure a better experience for both you and your customers.

Scheduled system maintenance on 25 September

There will be a scheduled system outage on **Sunday 25 September from 12:00am to 1:00pm.**

What this means for you

During the outage you'll still be able to submit applications via ApplyOnline, however you won't receive a credit decision or reference number until systems are restored. You can continue using LoanApp during this time to capture data, but will be unable to submit loan applications until systems are restored.

During the outage period customers will be unable to access StarNet to check their account information or transfer funds, although StarCall will be available.

There will be a banner on StarNet notifying customers of the outage.



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All applications are subject to normal credit approval criteria. Full terms, conditions and schedule of fees are set out in the relevant loan contracts. Fees, charges and government taxes may be payable. Fees and charges may be varied or introduced in the future.

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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