



Connective Essentials

Latest News

Keeping you informed



LATEST NEWS

We're keeping you up to date with the changes impacting you and your customers.

- **Cut-off dates for settlements and valuations over the festive season:** It's important you're aware of the critical cut-off dates, operating hours and key... [read more](#)
- **Grants to help flood-impacted customers:** Advantedge and the NAB Group has opened applications for \$1,000 grants to customers severely affected... [read more](#)
- **Simplifying Progress and Final Progress Inspections in PropertyHub:** We've simplified the process of ordering Progress and Final Progress inspections... [read more](#)

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

Regards,

Phil Waugh

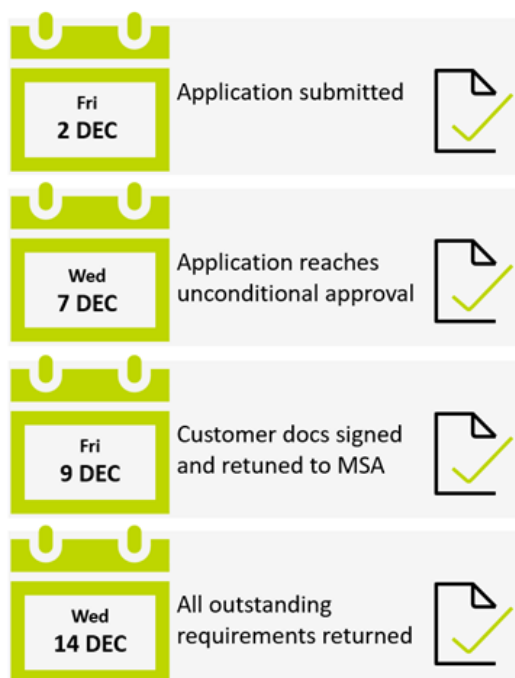
Executive, Broker Distribution

Cut-off dates for settlements and valuations over the festive season

It's important you're aware of the critical cut-off dates, operating hours and key contacts to help ensure we achieve the best settlement outcomes for you and your customers.

End of year settlement cut-off dates

To ensure settlements are completed before the shutdown period, please note the following dates:



Valuations (including Construction payments)

First and Final Progress inspections and payments should be submitted no later than close of business **Wednesday 14 December 2022** to ensure these can be completed before the scheduled shutdown period.

From close of business **Friday 23 December 2022** to **Friday 6 January 2023** the following valuation types will not be completed:

- Construction (Progress and Final progress) and
- Rural.

Outstanding requests will be completed by NAB Valuations from **Monday 9 January 2023**.

Note: Our external panel will continue to provide Residential valuation services during this period.

Document execution

We're expecting an increase in settlements throughout December. To prevent delays, please ensure that:

- All forms are fully completed and signed
- Witnesses have provided a full address, including state and postcode
- The Certificate of Currency is attached and is for the correct amount
- Documents are returned at least 10 business days prior to settlement or at least 5 business days prior if it's a 30-day settlement.

The DocuSign experience

For a simple and digital experience, use MSA's DocuSign to complete the document acceptance process.

Setting expectations and being proactive

- A PEXA invitation needs to be sent by the solicitor and a Transfer of Land created at least 10 business days prior to settlement
- Ensure funds are in the correct customer account at least two business days before settlement.

Customer Care operating hours

The best way for you to get the support you need is to contact our Customer Care team. The team can be contacted on **1300 300 989** and will be operating as normal during the festive season except on the following national public holidays when they will be closed:

- Monday 26 December 2022
- Tuesday 27 December 2022
- Monday 2 January 2023.

Grants to help flood-impacted customers

Advantedge and the NAB Group has opened applications for \$1,000 grants to customers severely affected by flooding in officially declared disaster areas of Victoria, NSW and Tasmania.

The grants provide ready access to funds for those experiencing major structural damage or severe internal damage to their property, to meet their immediate needs.

This includes business and agriculture customers who have suffered severe damage to property, equipment, fencing – or loss of stock or livestock.

If you have a customer who is impacted by the current floods and is looking for support, please encourage them to contact the Advantedge Assist Support Line on **1300 133 053** (8:00am to 6:00pm, Monday to Friday AEDT).

Simplifying Progress and Final Progress Inspections in PropertyHub

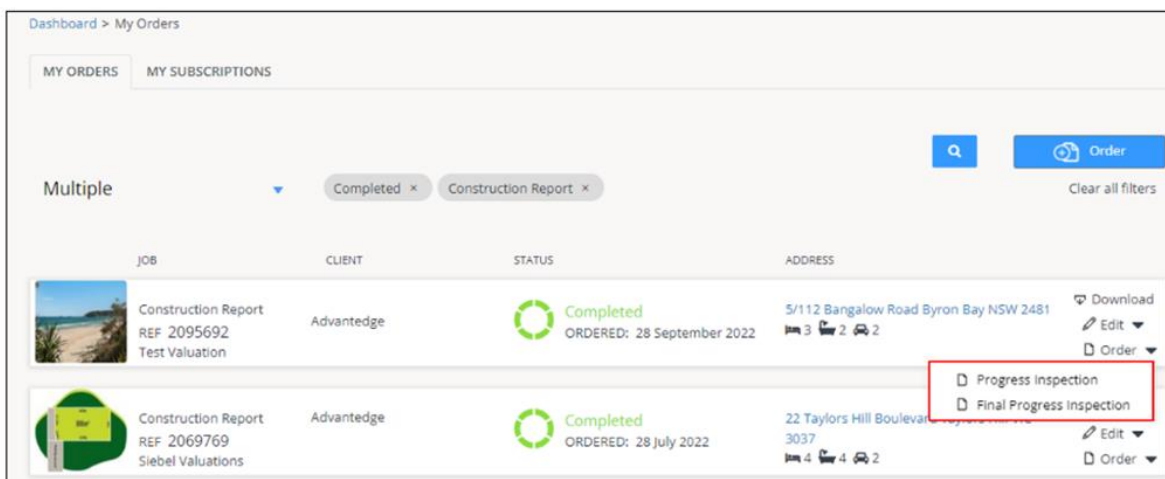
We've simplified the process of ordering Progress and Final Progress inspections.

From today, you can order Progress and Final Progress Inspections from the My Orders screen in PropertyHub.



Using this option will pre-populate the data (including the ValEx ID) and attachments from the completed construction report – saving you time.

What you need to do

1. Find the completed construction report in the My Orders screen
2. Click on the Order button on the right side of the job banner
3. Select the inspection type you want to order (shown below)
4. Follow the steps [here](#) to generate the desired report.



The screenshot shows the 'My Orders' screen in PropertyHub. It features a table with columns for JOB, CLIENT, STATUS, and ADDRESS. Two rows are visible, both with a 'Completed' status. The first row is for a 'Construction Report' (REF 2095692) for 'Advantedge' at '5/112 Bangalow Road Byron Bay NSW 2481'. The second row is for another 'Construction Report' (REF 2069769) for 'Advantedge' at '22 Taylors Hill Boulevard 3037'. A red box highlights the 'Order' button and a dropdown menu for inspection types, which includes 'Progress Inspection' and 'Final Progress Inspection'.

JOB	CLIENT	STATUS	ADDRESS
 Construction Report REF 2095692 Test Valuation	Advantedge	Completed ORDERED: 28 September 2022	5/112 Bangalow Road Byron Bay NSW 2481 3 2 2
 Construction Report REF 2069769 Siebel Valuations	Advantedge	Completed ORDERED: 28 July 2022	22 Taylors Hill Boulevard 3037 4 4 2



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[1300 300 989](tel:1300300989) | connectivehomeloans.com.au/essentials

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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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