

BROKER

ALERT

Heritage Bank

People first.

Date: 28 February 2023

NextGen Compliance Tab

Please note that from R23.02, brokers will be required to complete the 'Compliance' tab Requirements & Objectives (R&O) questions and declarations in ApplyOnline.

This feature replaces the previously hand-written print form.

The loan types and features where completing the additional questions are mandatory for:

- Fixed Interest Rate Loans
- Variable Interest Rate Loans
- Loans with Principal and Interest, Interest-Only repayments
- Loans with an Offset feature
- Loans with a Redraw feature
- Loans for Refinancing and Debt consolidation

Applications will not progress in ApplyOnline unless all relevant questions have been answered.

Also note that none of the questions will have pre-populated answers. Brokers will be required to respond to all the questions with relevant answers.

Regards

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