

We'll never ask for your personal details via email or link to a login page. More info:

# In the know.

Hi,

At Bank of Melbourne, we believe it's important to consistently look for ways to improve outcomes for you and your customers. Stay up to date with the latest information to help your business and clients, including:

- Changes to Credit Policy and ApplyOnline.
- Enhancements to BrokerHub.

## Your latest must-knows.

# Changes to Credit Policy and ApplyOnline.

From 27 March 2023 (unless specifically noted otherwise), the following changes will apply for new and existing customers and new applications, (including applications for an increase to an existing loan or any servicing/variation activity requiring a serviceability assessment), as follows:

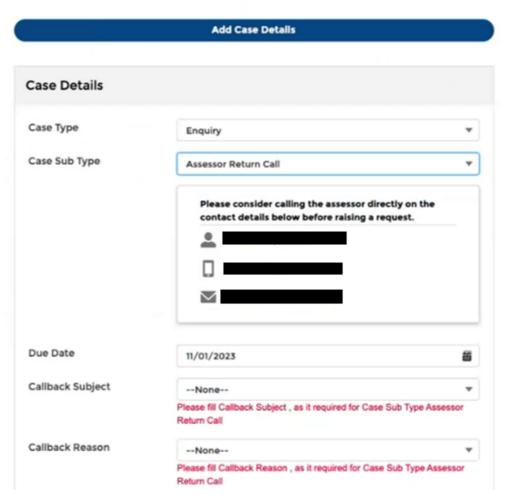
- DocuSign may be accepted for 'Acknowledgement, Confirmation and Consents' (ACC) and Long Application Form.
- Salary Sacrifice Declaration Form is no longer required.
- Reduced time frame for the re-use of existing valuations.
- Desktop Valuation Limit has increased.
- Foreign PAYG employment earning AUD income.
- Genworth has changed its name to Helia.

Learn more

# Enhancements to BrokerHub.

Don't forget, you are able to contact your assessor to discuss your application. If you can't reach them, you can now schedule a call with the assessor using our new 'Request a call back' option on BrokerHub by logging a case.

# Log a Case for Loan Application Step 1 of 2 Add Case Details Case Details Case Type --None- Case Sub Type Due Date 11/01/2023 Linked Applications Log a Case for Loan Application



# Helpful hints and tips.

# Completing customer Identity Verification.

Don't forget, customers can now enjoy the convenience of completing their ID verification requirements using NextGenID.

If a customer chooses to opt out of NextGenID, or where NextGenID may not be available, here are some helpful tips to follow when completing customer identification using our physical form.

- Collect identification information and documentation from your customer.
- Ensure all photographic documentation looks like the customer.
- Resolve any discrepancies regarding your customer's identity.

- If you discover any inconsistent information, or information that seems out of place (for example, a customer claiming to have a source of funds or wealth that is inconsistent with other information about them) then you should perform further investigations until you have a full and complete picture of the person and their circumstances.
- An unusual matter (previously called a suspicious matter) is any activity that's out of character or may indicate that a customer:
  - o isn't who they claim to be.
  - is involved in a crime such as tax evasion, terrorism financing or money laundering.
  - is involved in a matter that would be of interest to law enforcement.
- Look for red flags something that doesn't seem quite right. This might indicate an unusual matter.
- If you identify an unusual matter, you must submit an Unusual Matter Report (UMR) to us.

You can request this form from your BDM.



# Reminder: ABN exempt on specific payslips and employer letters – for general use.

Did you know, foreign employers who are not registered in Australia, and all Australian government bodies / departments (inclusive of local government councils), are exempt from having to include an ABN on payslips and employer letters – for general use.

You've got questions? We've got time to talk.



Call the Mortgage Central Hotline 1300 137 532 Mon-Fri 8:30am - 7pm AEST



Visit bankofmelbourne.com.au/brokers

# We appreciate you choosing us.

Your Bank of Melbourne team



Bank of Melbourne acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their elders, past, present and future.

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Visit <u>Bank of Melbourne Access and Inclusion</u> for further information on our accessible products and services for people with disability.

# Things you should know:

Conditions, credit criteria, fees and charges apply. Based on Bank of Melbourne's credit criteria, residential lending is not available for Non-Australian resident borrowers. More information available at <a href="mailto:bankofmelbourne.com.au/brokers">bankofmelbourne.com.au/brokers</a>.

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