



# Aggregator Special Notice

**Thursday 23 March 2023**

## **Suncorp Bank enables Access Seeker Credit Reports**

Effective from Monday 27 March, Suncorp Bank is offering Access Seeker to our broker partners. This is at no cost to brokers and within their Suncorp Bank home loan applications in ApplyOnline (AOL).

Access Seeker lets brokers act on behalf of customers to review their credit information held by Equifax, prior to submitting an application.

Brokers can verify the information provided by the customer and obtain key missing information prior to submission – without leaving a footprint on the customer's credit score.

This means brokers can have more comprehensive conversations about liabilities and commitments (if there are discrepancies) so as to provide an accurate financial position. It also means less rework on our end, leading to consistently fast turnaround times.

Brokers will receive training material via email, including [NextGen's Access Seeker Guide here](#).

**Reminder:** You, as aggregators, are required to support brokers in obtaining relevant consents and appropriately manage customers' credit report information. Brokers are NOT to attach customers' Access Seeker Credit Report to loan applications.

**Should you have any enquiries regarding the above changes, please don't hesitate to email us at [BrokerPartnershipsOperations@suncorp.com.au](mailto:BrokerPartnershipsOperations@suncorp.com.au).**

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