

Streamlined refinancing and more.



**Bank of
Melbourne**

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**Get ready for
something new.**

More ways we're helping customers.



For the latest rates, offers and access to your BrokerHub, [visit us](#).

Hi,

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

- Changes to Credit Policy.
- More visibility on BrokerHub.
- Closing unsecured debts when refinancing to Bank of Melbourne.

Your latest must-knows.

From **22 May 2023** (unless specifically noted otherwise), the following changes will apply to new home loan applications, for new and existing customers (including applications to increase an existing loan) and any servicing/variation activity requiring a serviceability assessment.

Changes to Credit Policy.

- Introducing Streamlined Refinance – modified serviceability assessment for eligible customers.
- Rental income and expense changes to help property investors.
- Updated Exit Strategy requirements.
- Change to how we evidence Australian citizenship.

- Update to HEM.
- New customer credit enquiry declaration.
- Updated Disaster Postcodes list.
- Removal of overseas tax rates policy.

Find out more



More visibility on BrokerHub.

Great news! BrokerHub will be updated to improve the visibility of application status and progress.



Closing unsecured debts when refinancing to Bank of Melbourne.

When a customer is required to close or reduce a non-Bank of Melbourne unsecured liability, funds will now be paid **into the customer's nominated surplus account**. The customer will need to manage the payment and closure of the liability themselves.

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



Call the Mortgage Central Hotline
[1300 137 532](tel:1300137532) Mon-Fri 8:30am - 7pm AEST



Visit bankofmelbourne.com.au/brokers

We appreciate you choosing us.

Your Bank of Melbourne team



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Visit [Bank of Melbourne Access and Inclusion](#) 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 bankofmelbourne.com.au/brokers.

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