



Connective Essentials

Latest News

Keeping you informed



Broker use only, not for distribution to customers.

LATEST NEWS

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

- **Changes to the Advantaged Discharge Authority Form:** The Advantaged Mortgage Discharge Authority form will be updated to simplify the process for customers to nominate an account... [read more](#)
- **Reminder - EOFY critical dates:** Important dates to be aware of to reach settlement before the end of the financial year... [read more](#)
- **Change to Advantaged Contact Centre hours:** Moving forward the Contact Centre will operate between 8am and 7pm AEST... [read more](#)
- **Scheduled system maintenance:** There will be scheduled system maintenance this weekend... [read more](#)

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

Regards,

Phil Waugh

Executive, Broker Distribution

Changes to the Advantaged Discharge Authority Form

From Monday 29 May 2023, the Advantaged Mortgage Discharge Authority form will be updated to simplify the process for customers to nominate an account for any remaining settlement funds.

A disclaimer has also been included to allow Advantedge to proceed with a discharge, where the customer:

- has an account on file, but not nominated an account for excess funds to be paid; or
- they have left the section blank.

Please note this process change is only applicable to customers who have submitted the new form with the disclaimer included. For older forms that have been submitted, our operations team will contact customers to confirm their nominated accounts.

Section 4 of the Advantedge Mortgage Discharge form will be updated to include a new checkbox to allow customers to select their account held on file and the new disclaimer.

4. Remaining settlement funds

Where there may be excess funds after discharge, please deposit remaining funds to the following account:

Into my direct debit account held on file; OR

Account Name: BSB: Account Number:

Please note: If you do not nominate an account for excess funds to be paid, Advantedge will pay the excess funds into the account held on your profile, which may be an account held in the name of one borrower only.

What you need to do

- Remove any previous saved copies of the form from your local drives and desktops.
- Provide a copy of the new Advantedge 'Mortgage Discharge Authority Form' to customers, as required.

Further support

The Advantedge Mortgage Discharge Authority form will be updated in aggregator software next week.

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

Reminder - EOFY cut-off dates for settlement

To ensure settlements are completed before the end of the financial year (EOFY) on Friday 30 June 2023, please take note of the following cut-off dates.

Process stage	Milestone	Cut-off date
Credit assessment	Unconditional approval issued	08 June 2023
Document verification	Documents returned	16 June 2023

If you have any questions, please call us on 1300 300 989 or contact your Connective Home Loans Essentials Business Development Manager.

Change to Advantedge Contact Centre hours

From 29 May 2023, the Advantedge Contact Centre will have new operating hours. Moving forward the Contact Centre will operate between 8am and 7pm AEST.

Why we are making this change

Over the past 12 months, Advantedge has undertaken an analysis of our peak call times and reviewed how we can better support customers during these peak call periods.

We have observed higher call volumes in the earlier hours of the day.

Closing the contact centre during the low volume time of 7:00PM to 7:30pm will allow us to have more staff available during peak times to better service customers.

Further support

Documents with contact centre hours will be updated to support this change.

Scheduled system maintenance

There will be a scheduled system outage on **Friday 26 May from 8:00pm - 11:00pm**.

What this means for you

During the outage you'll still be able to submit applications via ApplyOnline, however you won't receive a credit decision or reference number until systems are restored. You can continue using LoanApp during this time to capture data, but will be unable to submit loan applications until systems are restored.

What this means for your customers

During the outage period customers will be unable to access StarNet to check their account information or transfer funds.

There will be a banner on StarNet notifying customers of the outage.

There will also be intermittent service interruptions on **Saturday 27 May 2023 and Sunday 28 May 2023 from 10:00am – 5:00pm**. You may not be able to access Advantedge systems during these times.

What this means for your customers

During the outage period customers may be unable to access StarNet to check their account information or transfer funds.

There will be a banner on StarNet notifying customers of any outages.

Customers may not be able to access StarNet Fast Redraw from **3:00pm - 9:00pm** on **Saturday 27 May 2023**.



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

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All applications are subject to normal credit approval criteria. Full terms, conditions and schedule of fees are set out in the relevant loan contracts. Fees, charges and government taxes may be payable. Fees and charges may be varied or introduced in the future.

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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