



Connective Essentials

Latest News

Keeping you informed



Broker use only, not for distribution to customers.

LATEST NEWS

ZipID no longer available from 15 June

From today, Thursday 15 June, ZipID will be removed from market and therefore will no longer be available for you to verify your customer's identity when applying for a Connective Home Loans Essentials home loan.

To accommodate this change, the ZipID function will be removed from ApplyOnline from next month.

In progress ZipID reports

Reports generated via ZipID prior to 15 June will continue to be accepted for up to 90 days.

If you need to submit a ZipID report after the functionality is removed from ApplyOnline, please submit the ZipID report using the IDYou condition card.

IDYou is still available

You can continue to use IDYou as a non-face-to-face method of verifying your customer's identity.

For support, please take a look at the [digital verification of ID](#) page on the Advantedge website, which includes:

- Access to these IDYou [user guides](#)
- A video demo on how to complete the IDYou process when dealing with customers [remotely](#) and [in person](#).

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

Scheduled system maintenance

There will be a scheduled system outage on **Sunday 18 June from 12:00am - 1:00pm.**

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.

StarNet and Preferred Lender outage

StarNet and Preferred Lender will be unavailable on **Saturday 24 June from 12:00 to 4:00am.**



[CLICK HERE FOR SLA'S](#)

1300 300 989 | connectivehomeloans.com.au/essentials

This is a confidential email and only for the use of the intended recipient. Please do not forward or reproduce this email unless you have the prior consent of Advantedge Financial Service.

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.

Connective Home Loans Essentials™ is funded by the Advantedge Residential Loan program. AFSH Nominees Pty Ltd (AFSH) ACN 143 937 437 Australian Credit Licence 391192 is the program lender and Advantedge Financial Services Pty Ltd (Advantedge) ACN 130 012 930 Australian Credit Licence 391202 is the program loan servicer. The program is funded under arrangements with National Australia Bank Limited (NAB). Each of AFSH and Advantedge are members of the NAB Group. NAB does not guarantee the obligations of its subsidiaries. Connective Home Loans Essentials™ is distributed by Connective Credit Services Pty Ltd ACN 143 651 496 Australian Credit Licence 389328.

This email was sent by Advantedge Financial Services Pty Ltd ACN 130 012 930 Australian Credit Licence 391202.