



# Latest News

Keeping you informed



Broker use only, not for distribution to customers.

## LATEST NEWS

### **Enjoy competitive fixed rates and peace of mind with Lock Rate**

We currently have some very competitive fixed rates, meaning Connective Home Loans Essentials might be a great option for customers looking for the predictability of a fixed rate home loan.

And with recent rate rises, it's important to consider Lock Rate which gives customers peace of mind that they'll receive the fixed rate applicable on the day we receive the request to lock the rate.

#### **Lock Rate at Advantedge**

For a flat fee of \$395, Advantedge customers can secure the existing fixed rate for 90 days from the date the lock rate application is submitted.

This is an important option to consider, as otherwise, the fixed rate that applies on the day of settlement will be locked in.

Other lenders charge a fee based on the loan size, but with Advantedge, a larger loan doesn't mean a larger fee!

#### **For customers at the end of their fixed term**

With many customers' fixed rate terms expiring soon, we'd also like to remind you about our simple and automated process for reverting fixed rate loans to variable when they expire.

Once a customer's fixed rate term expires, Advantedge automatically applies the current variable rate applicable to that loan type and LVR, based on the current rate card at the time.

You don't need to complete any additional forms or pricing requests.

## **Further support**

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

## **Government fee changes – 1 July 2023**

Effective Saturday 1 July 2023, Government registration fees associated with lending will change.

These costs must be disclosed to customers and are collected by Connective Home Loans Essentials on behalf of the Government. We will update our systems and documents to reflect the updated fees from 1 July.

These changes impact all states and territories.

### **For further information**

Please visit the relevant state or territory website for the latest fee information.

## **Scheduled system maintenance**

There will be a scheduled system outage on **Saturday 24 June from 12:00am – 4:00am.**

StarNet and Preferred Lender will be unavailable during the outage window.

### **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.

There will also be a scheduled system outage on **Sunday 25 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.



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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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