

Important changes for new offsets, transaction accounts and debit cards.



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Broker update

Your one stop shop for broker updates.



Hi,

It is important to us that you're aware of the latest updates at St.George.

Please read on to learn about some important changes to what you need to do when your clients request a new transaction or offset account (each of which comes with a debit card).

- What you need to do in ApplyOnline.
- New 'Customer Account Opening Form'.

Important updates

Your client has requested a Complete Freedom offset or transaction account (each of which comes with a debit card)

If your client has requested an offset account or transaction account (each of which comes with a debit card) with their home loan, you must complete the following steps before submitting their application in ApplyOnline (AOL).

- When selecting the product Standard Variable under 'Product Selector', confirm if your client would like the pre-selected features i.e 'Full Offset' and 'Debit Card' under 'Available product features'.
 - If they would like the available features, please leave the boxes ticked. If not, please ensure you untick the boxes that are not applicable. If 'Full Offset' has been selected, please ensure 'Debit

Card' remains ticked (as this account comes with a Visa Debit card).

The screenshot shows the 'Product Selector' interface. At the top, there is a search bar with the text 'Search for suitable products or select from the list below'. Below this, a 'Residential Loans' section is expanded, showing three options: 'Variable', 'Standard Variable', and 'Fixed'. 'Standard Variable' is selected. To the right, a 'Product selected:' box lists 'Standard Variable, Variable (Loans)'. Below that, 'Available product features:' are listed with checkboxes: 'Full Offset', 'Advantage Package', 'Redraw', and 'Debit Card', all of which are checked.

For a new Transaction Account (non-offset)

Under the 'Features and Discounts' section within the 'Loan Details' tab, select 'Transaction Account'. The Complete Freedom transaction account comes with a Visa Debit card. Please **do not** select any of the additional features to a Transaction Account under 'Comment' i.e 'Cheque Book', 'Any person on account to sign', etc.

The screenshot shows the 'Features and Discounts' section. It has a table with columns 'Feature', 'Assigned To', and 'Comment'. The 'Feature' column has dropdown menus for 'Credit Card Application', 'Redraw', 'Full Offset', 'Advantage Package', 'Debit Card', and 'Transaction Account'. The 'Assigned To' column shows 'Application' for 'Credit Card Application' and '1 - Residential Standard' for the others. The 'Comment' column has a dropdown for 'Account Option' set to 'New Account' and several checkboxes: 'Cheque Book', 'Registration for Phone and Internet Banking', 'Any person on account to sign', and 'All people on account must sign'. The 'Transaction Account' feature is selected.

For both new offset and Visa Debit card

Make sure you complete the "Broker Declaration" in ApplyOnline confirming that you have provided factual information only in respect of the transaction account, offset facility and debit card and you have communicated this to the applicant. The applicant has made their own decision about the product(s) and understands that they can contact the Bank if they require advice.

All other selections remain as per product features selected under 'Product Selector'.

From **24 July 2023**, your clients will also need to complete an application form for a new offset, transaction account and debit card called the "[Customer Account](#)"

[Opening Form](#)". The completed form **must be** uploaded as a supporting document when you submit their application in ApplyOnline.

Helpful reminders:

- For all applications where a new Advantage Package⁶ is requested, a St.George transaction (new or existing) must be provided prior to Unconditional Approval.
- Your clients can also open a new transaction account via our [St.George website](#), their Internet Banking, visiting a branch or calling our call centre.

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



stgeorge.com.au/brokers



Call [1300 137 532](tel:1300137532)



St.George acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their elders, past, present and future.

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Visit [St.George 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 St.George Bank's credit criteria, residential lending is not available for non-Australian resident borrowers. More information available

at stgeorge.com.au/brokers.

[Terms and Conditions for the Complete Freedom Account and Visa Debit card \(PDF 1MB\)](#), including fees and charges that apply.

6 Advantage Package: Conditions of Use apply and are available at stgeorge.com.au. Annual package fee of \$395 applies. Not available to company and trust account holders. You must either hold or be approved for a St.George transaction account in order to qualify and continue to receive the benefits of the Advantage Package. Applications must also meet our approval guidelines on individual products to qualify for relevant package discounts.

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