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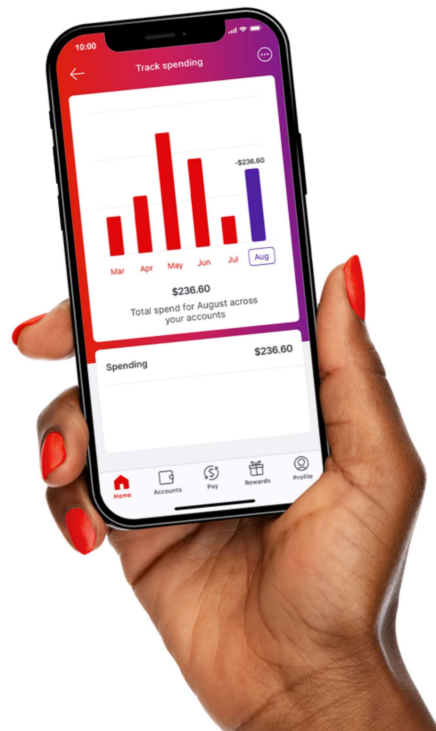
RedHot

Important Broker updates hot off the press

Hi Ryan

In 2021, we started an adventure in banking with the launch of our new digital bank, mobile banking app and loyalty program. The Virgin Money app brings our transaction, savings and credit card accounts together, giving customers the power to manage their money on the go, smash their savings goals and earn epic rewards.

We're now working to bring a new home loan experience into the Virgin Money app, with a seamless, digitised end-to-end mortgage offering for Brokers and a unique loyalty program that genuinely rewards customers.



To prepare to launch our new home loan experience, we've made the decision that **from Friday, 1 September 2023** we will **no longer be accepting Virgin Money home loan applications** for **new** home loan customers through the Broker channel.

Instead, we'll be focusing on the final phases of testing and delivery of our new home loan offering, while **continuing to support existing Virgin Money home loan customers** with their lending needs through Brokers.

Soon, we'll be back with a **rewarding new experience** for you to offer your customers, and when we're ready, we'll support existing Virgin Money home loan customers to upgrade to the new platform too.

What this means for Brokers

All existing Virgin Money home loan customers will continue to be supported, including if they have additional borrowing needs, but from Friday, 1 September 2023 we won't be taking on new-to-bank customer applications from Brokers until we're ready to launch our new experience.

What this means for your applications in progress

We'll be accepting **new-to-bank** application submissions from Brokers right up **until Thursday, 31 August 2023**. Applications need to reach unconditional stage within 90 days from the application submission date. Customers will continue to receive competitive rates, quality customer service and ongoing communication and support across the life of their loan.

What this means for future applications

From Friday, 1 September 2023, we'll only be accepting new applications or variations for **existing** Virgin Money home loan customers from Brokers.

If you have a new-to-bank customer after this time, we encourage you to consider our Bank of Queensland or ME brands, and our team will work with you to find the best fit for your customer. We'll still be here to support your existing Virgin Money customers with all of their home lending needs.

We've loaded some more detail on how we'll support your existing Virgin Money home loan applications in our Broker Portal > Documents & Tools > Guides.

[Access Broker Portal](#)

Changes to your Broker support team

This is a big milestone in the transformation journey for BOQ Group and our family of banking brands, but it's also a big change. The decision to pause new-to-bank Virgin Money home loan applications until the launch of the new home loan experience means we've had to make some changes to our Broker team structure and support model.

Effective immediately, you can direct any applications, enquiries or questions about Virgin Money lending to broker@virginmoney.com.au for support from our experienced Broker team.

The future looks bright

We're working at pace to bring you our incredible new home lending experience soon, and we'll be sharing more about what you can expect along the way.

Thanks for being part of this journey with us. We can't wait to show you what we've been working on.

Yours sincerely,
The Virgin Money Team



Important Information

Virgin Money (Australia) Pty Limited ABN 75 103 478 897 the promoter and distributor of the companion account and the Virgin Money home loans as the authorised representative and credit representative of the issuer and credit provider, Bank of Queensland Limited ABN 32 009 656 740, Australian Credit Licence/AFSL 244 616 (the Lender). Virgin Money has sent this email to ryan.jenkins@boq.com.au. Virgin Money emails never ask you for your personal details, account details, PIN or passwords nor have links to login pages. These details are included here to assure you that this email was sent from Virgin Money. Please do not reply to this email.

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