



Connective Essentials

Latest News

Keeping you informed



Broker use only, not for distribution to customers.

LATEST NEWS

Removal of Progress Payment form

We're simplifying the construction process by removing the need for customers to complete a progress payment form when requesting a payment to their builder.

What's changing?

For all progress payment requests submitted from **Thursday 31 August**, please send us the builder's invoice, signed by all customers using a pen-to-paper wet signature only (electronic signatures cannot be accepted).

Please also ensure the customer(s) authorise the payment by including the wording "**please pay invoice**". This can be done by using one of the following two methods:

1. Write on invoice: Ask the customer to write 'please pay invoice' on the actual invoice when they sign it

or

2. Email confirmation: Forward us an email trail between you and your customer which has the signed invoice attached and includes the words "please pay invoice", typed by the customer within the body of the email.

Please note: we will continue to accept the old progress payment form as authorisation for payments until **Friday 15 September 2023**.

Customers using redraw to pay their builder

If your customer needs to redraw funds from their construction loan to make their deposit payment, please ask them to complete and submit a redraw form.

Once the redraw is approved and the customer receives the funds, they can then make the payment to the builder themselves.

Keeping customers informed via SMS

To keep customers informed throughout the process, we'll now also send a confirmation SMS once we make a payment on their behalf. This will be a generic text message with no links, email addresses or phone numbers.

Further support

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



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