

ApplyOnline | eSign participation discontinued

Effective **Tuesday, 19 September 2023**, Teachers Mutual Bank Limited has discontinued its participation in the home loan application service feature eSign, offered through ApplyOnline, that enables pre-population of information and digital execution of select mandatory application forms.

How does this change affect home loan application submissions?

Our mandatory applications forms listed below will require completion in their entirety via manual execution with physical signatures:

Application for membership	<p>Confirm your client meets the eligibility requirements for membership under <u>one</u> of our divisions.</p> <ul style="list-style-type: none">• <u>Only one applicant</u> is required to meet Membership eligibility requirements. Additional applicant(s) automatically meet eligibility as a related applicant.• <u>All applicants must</u> complete and provide their own individual 'Application for membership'.
Privacy, Consents, Declarations and Rate Lock	<p>Incorporates application features:</p> <ul style="list-style-type: none">• Rate Lock for fixed rate loans• Your Way Plus Applications – Mortgage Offset facility, Annual package fee account to debit nomination & Package Terms & Conditions.• Consent to receive Loan offer Pack by email
Verification of Identity – face to face	<p>Ensure the INSTRUCTIONS listed on the first page are followed:</p> <ul style="list-style-type: none">• Complete one form in full for <u>each applicant</u>• Attach a copy of each identification document and endorse each copy, certifying with the following statement: "This is a true copy of the document I used to identify (insert full name of person being identified)" <p>Note: <u>InfotrackID is available as a digital option.</u> Review our Broker Portal for more information.</p>

These forms are available on our Broker Portal Forms page and ApplyOnline home loan application Documents tab print function and must be uploaded to the respective 'Documents' category within your ApplyOnline application prior to submission.



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When will the change take place within ApplyOnline?

- Application submissions via our Direct TMBL ApplyOnline portal <https://tmb.applyonline.com.au/> effective **Tuesday, 19 September 2023**
- Application submissions via an Aggregator CRM ApplyOnline portal effective **Tuesday, 26th September 2023**. However the update may apply to any individual Aggregator CRM from today.

Why does ApplyOnline still mention the 'eSign request' feature is available?

Until such time as this change is implemented through all platforms noted above, the 'eSign request' feature may still show as available within ApplyOnline. Should this feature be selected the following notification will be presented.



How does this change affect draft applications yet to be submitted?

As eSign is no longer available the feature will no longer be functional. Where eSign has been requested prior to 19 September 2023, but not completed, please manually complete the mandatory application forms, execute with physical signatures, and upload to the respective 'Documents' category within your ApplyOnline application prior to submission.

Further Information

For all our latest news, please visit the TMBL Broker portal (<https://broker.tmbank.com.au>) or contact your Broker Development Manager on **1300 TMBank** or email broker@tmbl.com.au.

Mark Middleton
Head of Third Party Distribution

Important information

Please note – Membership eligibility applies to join the Bank. All applications for credit are subject to our responsible lending criteria. Fees and charges apply. You can find our [Consumer Lending Terms and Conditions](#) available online or from any of our offices.

