



Connective Essentials

Latest News

Keeping you informed



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LATEST NEWS

Simplifying our policy for verifying rental income

We're simplifying our policy for verifying rental income to reduce delays and make the process easier for you and your customers.

From **Thursday 12 October 2023**, you'll no longer need to provide statements covering a 4-week period when using a rental/ownership statement to verify existing rental income.

The new policy for using rental/ownership statements

From **Thursday 12 October 2023**, rental/ownership statements will be acceptable for verification of existing rental income, provided they:

- Are from a real estate agent, and
- Evidence amount and frequency of payment

Our guideline manual will be updated on the go-live date to reflect the new policy.

Condition cards and the submission checklist in ApplyOnline will be updated at a later date.

Further support

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

Scheduled system maintenance

There will be a scheduled system outage on **Sunday 22 October** from **12:00am to 1:00pm AEST**

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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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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