

# Aggregator Special Notice

Wednesday 15 November 2023

Suncorp Bank is rolling out the following changes in the November ApplyOnline (AOL) update, effective from 20 November 2023 in your platforms. These will be communicated to brokers via email by Wednesday 15 November 2023.

## Identification Options

A new Identification Options in the applicant tab in ApplyOnline allows brokers to capture if a customer's identification has been confirmed face-to-face or through SunVerify. The selection will populate the documentation tile that is required for each selection.

### Identification documents

Is existing customer?  Yes  No

Verification options

Even if the applicant is a new customer, it is recommended that details of a Driver's Licence are captured to assist with application assessment.

- OR -

Provide Two Primary Photographic PLUS Change of Name (If Applicable)

- OR -

One Primary Photographic PLUS One Primary Non Photographic PLUS One Secondary Non-Photographic PLUS Change of Name (If Applicable)

- OR -

One Primary Photographic PLUS One Secondary Photographic Government issued document PLUS Change of Name (If Applicable)

## Joint nomination preference

Brokers can now capture a customer's joint nomination preference for home loan statements at the time of application. Once submitted, the preference will automatically be applied to the loan at settlement.

Nominated borrowers

All applicants

Ownership will be automatically allocated to all applicants at submission time. Allocations below are *indicative* based on current applicants.

Primary applicants	Example Customer (Primary applicant)	50%
	Example Customer	50%
	Total ownership allocation	100%

## Personal and business liabilities

ApplyOnline will now allow a broker to capture the owing balance of personal and business liabilities as \$0.

**Having trouble downloading attachments?** Ensure your browser settings are configured to download attachments or try a different browser such as Microsoft Edge, Firefox or Safari.



Should you have any enquiries regarding the above changes, please don't hesitate to email us at [BrokerPartnershipsOperations@suncorp.com.au](mailto:BrokerPartnershipsOperations@suncorp.com.au).

*For Broker reference only. Not to be disclosed, copied or provided to anyone except authorised staff. Not to be provided or shown to applicants or customers. Banking products are issued by Suncorp-Metway Ltd ABN 66 010 831 722. Australian Credit Licence Number 229882 (Suncorp Bank). Loans offered to approved applicants only. Fees, charges, terms and conditions apply and are available on request.*

*This e-mail is intended only to be read or used by the addressee. It is confidential and may contain confidential information. If you are not the intended recipient any use, distribution, disclosure or copying of this e-mail or any attachments is strictly prohibited. Confidentiality is not waived or lost by reason of the mistaken delivery to you. If you have received this e-mail in error, please contact the sender immediately by return e-mail, fax or telephone and delete the e-mail and any attachments.*

*Copyright © 2023, All rights reserved.*