



Staffing Over the Festive Season

As we approach the upcoming festive season, the Bank will be reducing the amount of resourcing across our departments.

We will be closed for all public holidays.

Assessment

Our team will have some reduced resourcing but will maintain current service levels on expected volumes.

Discharges

We will be operating on skeleton staff and will not be able to accept escalations over the holiday period for matters where a Discharge Authority has not been provided in a timely manner.

For full discharges we require Discharge Authorities prior to **Friday 8 December 2023**.

Settlements

Refinances: We require documents returned by **Friday 8 December 2023** to allow 10 days discharge from the existing lender.

Purchases: We require documents returned by **Friday 15 December 2023** to allow for certification and settlement by **Friday 22 December 2023**.

Select Assist

We will have reduced staffing and continue supporting your brokers between the dates of **22 December 2023** to **8 January 2024** within the hours of 8.30am – 4.30pm (ACDT).

Partner Experience

Between **22 December 2023** and **8 January 2024**, Partner Experience will be operating on a skeleton staff.

Please be aware we will not be processing broker accreditations during this time.

We will maintain a 1 business day service level for responses to all system access and all other email enquiries.

Thank for your continued support throughout 2023 and have an enjoyable and safe festive season.

Regards,

Natalie Sheehan
Head of Broker Distribution



This communication is intended only for use of the addressee and may contain legally privileged and confidential information.

If you are not the addressee or intended recipient, you are notified that any dissemination, copying or use of any of the information is unauthorised.

The legal privilege and confidentiality attached to this e-mail is not waived, lost or destroyed by reason of a mistaken delivery to you.

If you have received this message in error, we would appreciate an immediate notification via e-mail to ContactUs@bendigoadelaide.com.au or by phoning 1300 BENDIGO (1300 236 344), and ask that the e-mail be permanently deleted from your system.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178
