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# Aggregator Special Notice

**Wednesday 13 March 2024**

We have made changes to ApplyOnline, FASTRefi and Property Hub to improve broker and customer experience.

## ApplyOnline changes to Net Monthly Surplus <\$200 metric

From Thursday 14 March 2024, we'll be putting a 'hard stop' in AOL for applications where the monthly discretionary income surplus is less than \$200; **AND**

- The application is a construction loan; **or**
- The application does not meet our lower-risk home loan segments.

Lower-risk home loan segments which are exempt and do not require a \$200 minimum monthly discretionary income surplus include:

- Suncorp Bank SunLight loans
- Basic self-employed policy where DTI <5.5 and LVR <80%
- Increase to an existing facility (add loans).

The AOL messaging will read "This application is outside Suncorp's risk appetite and cannot be submitted. Please speak to your BDM for broker applications".

## Simplifying FASTRefi

We are simplifying the forms required for FASTRefi by combining two forms into one to ensure a smoother and faster refinance for customers.

The **Borrowers Irrevocable Authority & Direction** form will replace the previous Borrowers Irrevocable Authority form and the FASTRefi Generic Discharge form.

## Property Hub updates

Changes to Property Hub fields effective Friday 22nd March will improve valuation outcomes for brokers and their customers.

### New fields & updated naming conventions in Loan Information section

- A 'Recent Renovation' field to identify when renovations have been completed which may increase the property value.
- 'High Density >50 Dwellings in Complex' will replace 'A high density development comprising of villas, townhouses or completed warehouse conversions' to provide better clarity on what defines a high-density property.

### Fields removed

- The 'Residential Short Form' option will be removed from the 'Outcome' screen. Brokers will have the option to escalate AVM outcomes when the LVR is over 70% once the order is complete. Select the 'edit' drop down and select 'Escalate'.

**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).

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