



Remediation - Incorrect Business Day Definition in T & Cs

We have identified a batch of loans, where the interest charged misaligned with the Terms and Conditions of the loan.

The Terms and Conditions outline that if the interest charge debit falls on a non-business day, the interest will be charged the preceding business day.

A business day is defined as each day which is not a Saturday, Sunday or national holiday in Australia. Our systems treat Saturday as a business day and customers who were debited interest on a Saturday will be refunded.

Impacted customers include both Connective Select and Adelaide Bank branded applications submitted via Connective brokers and approved between **19 January 2017** and **8 July 2021**.

Customers will be emailed or posted a remediation letter and refunded by the end of **March 2024**. If the loan account is closed the customer will be asked to complete a Customer Alternate Account Nomination Form (CAANF).

If further information is required for customers, please direct them to our dedicated Remediation Support Team on 1800 497 200.

For Partner queries, please contact [Third Party Banking Support](#)

We apologise for any inconvenience caused and thank you for your understanding.

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

