



Connective Essentials

## Latest News

Keeping you informed



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### LATEST NEWS

Check out the latest updates from Connective Home Loan Essentials below, including:

- **Changes to the Residential Short Form Valuation Process:** From 15 April, when you order a valuation and the system determines that a Residential Short Form Valuation needs to be completed, you'll need to ensure a home loan application is submitted before the short form valuation can proceed.
- **Scheduled system maintenance:** There will be an outage on Friday 19 April from 9pm - 11pm (AEST).

**If you have any questions, please contact your Business Development Manager.**

### We're making changes to the Residential Short Form Valuation Process

From **15 April 2024**, when you order a valuation and the system determines that a Residential Short Form Valuation needs to be completed, you'll need to ensure a home loan application is submitted before the short form valuation can proceed.

This is an extension of the process introduced for Long Form Valuations late 2023.

Please note: Construction and Rural valuations are exempt from this change.

#### What this means for you

Where a Residential Short Form has been determined, the valuation will be directed to the Valuation Support Team to review whether there is a corresponding Application ID associated.

Where Valuation Support cannot locate an Application ID, the team will contact you via email to confirm whether the application has been submitted.

#### Alternative option for customers not ready to submit an application

If there is no application, and there will not be an application submitted within 48 hours, the valuation will be cancelled. The following indicative option can be leveraged to support our customers within the pre-application stage:

- **Indicative property value:** We offer a Property Profile Report via [Property Hub](#)

If you have any questions, or have explored the alternative option for a customer who isn't yet ready to submit an application, please contact your Business Development Manager.

### Scheduled system maintenance

There will be a scheduled system outage on **Friday 19 April from 9:00pm - 11:00pm (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 customers

Customers will be unable to access StarNet for a short period of time during this outage.



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All applications are subject to normal credit approval criteria. Full terms, conditions and schedule of fees are set out in the relevant loan contracts. Fees, charges and government taxes may be payable. Fees and charges may be varied or introduced in the future.

### 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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