

The latest information and policy changes.



We'll never ask you for your personal details via email or link to a login page.
More info: bankofmelbourne.com.au/hoaxemails [View online](#)

Broker news.

What's new and essential for you to know.



Hi,

At Bank of Melbourne, we believe it's important to consistently look for new ways to help you and your clients. This includes keeping you up to date with the latest policy and system changes.

Your latest must-knows.

Changes to our Credit Policy.

From **7 April 2024**, (unless specifically noted otherwise), the following changes will apply to our consumer credit policy for new and existing customers and new applications, including applications for an increase to an existing loan or any servicing/variation activity requiring a serviceability assessment.

- More support for casual teachers and school staff – income annualisation increased to 48 weeks.
- Introducing Mortgage Sense Check rate.
- Verifying Family Employee Income – expanded supporting documents.
- Evidencing Foreign Income.
- Bridging Loan Expenses.
- Changes to Franking Credit.

[Find out more](#)

Operational Updates and Reminders.

- Updated Acknowledgment, Consents and Confirmations Form (ACC).
- Customer Internet Banking – Temporary Password reset.

- Helpful Reminder – Upfront Valuations on PropertyHub.

Updated Acknowledgement, Consents and Confirmations form (ACC).

We've recently updated our ACC form. Please refer to BrokerHub for the latest version and ensure any locally saved copies have been updated.

Customer Internet Banking – temporary password reset.

We've listened to your feedback – customers who have opted in for Internet Banking to digitally accept their loan offer will now receive a new temporary password and security number via SMS if their current password has expired by the time their application reaches unconditional approval.

Helpful reminder: upfront valuations from PropertyHub.

When submitting an order for an upfront valuation on BrokerHub, always include the title details for the property, such as the LOT123/DP12345, number of bedrooms and any other information about the property within the 'Comments' section.

If any of the following documents are available, you can also upload them into PropertyHub to assist with your request:

- Certificate of Title.
- Contract of Sale (executed front page with sale price).
- Rates Notice (with title details).



Supporting our medico customers on their journey toward home ownership.

LMI waiver* up to 95% LVR available for eligible medical occupations with no minimum income requirement for Owner Occupiers and Investors.

*Subject to meeting eligibility criteria. Credit criteria, T&Cs apply.

[Find out more](#)

You've got questions? We've got time to talk.



Call the Mortgage Central Hotline
[1300 137 532](tel:1300137532) Mon-Fri 8:30am - 7pm AEST



Visit bankofmelbourne.com.au/brokers

We appreciate you choosing us.

Your Bank of Melbourne team



Bank of Melbourne acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders past and present.

Accessibility support: At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register here: <https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service>

Visit [Bank of Melbourne Access and Inclusion](#) for further information on our accessible products and services for people with disability.

Things you should know:

Conditions, credit criteria, fees and charges apply. Based on Bank of Melbourne's credit criteria, residential lending is not available for non-Australian resident borrowers. More information available at bankofmelbourne.com.au/brokers.

This communication is intended for the recipient only and is not for distribution to your customers or any member of the general public. The information contained in the email is current as at Wednesday 03 April 2024. For more information on any of the promotions, products or services mentioned in this email, please contact your local Business Development or Lending Manager. This email is to be used as general information only and should not be considered a comprehensive statement on any matter and should not be relied upon as such. This email has been prepared without taking into account any individual objectives, financial situation or needs.

Bank of Melbourne Secure Security advice: Bank of Melbourne will never send you a link that directly opens our sign in page, or any links requesting your personal or financial information. Always type bankofmelbourne.com.au into your browser or use the Bank of Melbourne mobile banking app to securely access your banking. For more information visit bankofmelbourne.com.au/hoaxemails.

Before accessing emails or the Internet, always ensure your computer has up-to-date security software. Find tips to protect yourself and avoid scams and viruses at bankofmelbourne.com.au/security.

Bank of Melbourne sent this message to Connective Lender Services Pty Ltd at product@connective.com.au, these details are shown in order to provide guidance to the true recipient of this email.

This is a service message sent by Bank of Melbourne for the purpose of communicating factual information relating to our products or services. An unsubscribe option is not available due to the nature of this message.

If any of the information related to (or provided by) the Westpac Group that you rely on is printed, downloaded or stored in any manner on your systems, files or otherwise, please ensure that you update your systems and files with the most up-to-date information provided by us and rely only on such updated information.

© Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714. The Westpac Group, 275 Kent Street, Sydney, NSW 2000, AUSTRALIA

[Privacy](#)