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| **Effective Date** | **Lender** | **Summary** |
| 14 – Jan | AMP | * **Communicate electronically – ApplyOnline**   + Identified an issue with choosing 'Communicating Electronically' when applying with via ApplyOnline.   + When selecting 'no' for a customer to communicate electronically with us and there are multiple applicants, ApplyOnline is enforcing the rule of unique email addresses to be supplied for each applicant. This rule is only required where customers agree to communicate electronically with us.   + A fix is underway for this issue and aim to have it resolved in February. |
| 17 – Jan | * **Update to the service proposition**   + Made changes to the service timeframes to provide clear guidance for the customers on the expected turnaround times for different application types.   + Please ensure that ALL required supporting documentation is uploaded via ApplyOnline with the initial application to ensure your application is processed as soon as possible. * **For new applications received effective Monday 17 January 2022, the following service timeframes will be in effect:**   + PAYG and Simple Self-Employed Applications (including Sole Traders, Partnerships, Individuals loaded as PAYG and paying themselves a wage from their own company) will be assessed inside 4 business.   + Complex Self Employed, Company and Trust applications will be assessed inside 10 business days from receipt of all required supporting documentation |
| 1 – Feb | * **Reminder of AMP Saver Account - bonus interest rate**   + The Deposit Bonus Variable Interest Rate for the AMP Saver Account will change effective 1 February 2022   + If a customer deposits at least $250 into their account in the previous month, they could earn up to a total ongoing variable bonus of up to 1.35% pa (includes the standard rate) during the following month on balances up to $250,000 and paid the month after that.   + For example, if a customer deposits $250 into their account in January 2022 they could earn up to a total ongoing variable bonus rate of 1.35% pa on balances up to $250,000 from 1 February 2022. |
| 10 – Jan | Heritage Bank | * **Online Servicing Calculator update**   + Moved from an Australia wide HEM to a state based and capital city vs non-capital city HEM   + On the Living Expenses tab, there is a new drop-down field titled ‘Current residency location’   + Click on the drop down & select the relevant geographic location e.g., ‘Brisbane’ or ‘Balance of QLD’ etc.   + If a file was saved prior to this release & is reloaded back into the calculator, the location will default to Brisbane |
| 12 – Jan | HomeStart | * **Changes due to COVID-19 – customer identification**   + Customers can be formally identified during their Video/Skype/Zoom meeting in the form of a screenshot, holding their original or relevant identification   + HomeStart has approved the use of ZipID Posting of documents   + Please continue to send your documents to GPO Box 1266 Adelaide SA 5001   + Do not leave documents at HomeStart during this time (including the foyer mailbox) |
| 11 – Jan | Liberty | * **Extends business support**   + Extended the support for businesses through the of the Government SME Recovery Loan Scheme – now available to 30 June 2022. |
| 14 – Jan | Suncorp | * **Cash Back Boost Payment**   + $3,000 Suncorp Cash Back Boost Payment will be available for loans of $750,000 or more and will include purchases as well as refinances   + Applications already in the pipeline that have not yet reached final approval stage, are also eligible (pending all other requirements are met) to receive the Cash Back Boost Payment.   + Terms and Conditions apply   Click [here](http://go.pardot.com/webmail/151401/418576264/2683b6c1b3fcb3d32c62e8e82c3e92be2419fa5b0b6171d66c48fa2b81618eb5) to find out more about Suncorp updates |