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| **Effective Date** | **Lender** | **Summary** |
| 1 – Dec | AMP | * **Reducing investment variable rates**   + Reduction of the variable rates for all loan applications received from Wednesday, 1 December 2021. * **Increasing 2-year fixed rates**   + Increasing of the fixed rates for all loans settled from Wednesday, 1 December 2021.   + A Fixed rate lock fee is available for 0.15% of the original Fixed Rate Loan amount. The fee will lock the fixed rate for a period of 90 days from the date the fee is received. The fee is due and payable at the time lock in is selected and is not refundable. If a Fixed rate lock in fee has been paid and the fixed rate is lower than the rate locked in the lower of the two rates will apply. * **Refinance cashbacks offer extended due to popular demand**   + Apply to refinance with AMP Bank by 31 December 2021 and settle by 31 March 2022, and your customer could receive $3,000 cashback deposited into their AMP Bank deposit account. See below for details.   + Terms and conditions apply * **Christmas settlement cut-off times**   + **New applications, substitutions, or partial discharges**     - Applications should have already been submitted and now need to be unconditionally approved by Monday, 6 December 2021.   + **Settlement**     - To enable our settlements team to prepare for settlement, all signed loan documents must be returned prior to Monday, 13 December 2021.     - Please note, every effort will be made to ensure settlement occurs on time, however we do rely on the cooperation of the outgoing lender if the matter involves a refinance.   + **Full Discharges**     - Discharge requests are to be submitted by Monday, 6 December 2021.   Click [here](https://app.vision6.com.au/v/7253/1779150565/email.html?k=3XIZtsrSTOyvEMXrMjGVAK5WZVV9Q4Ua7tZUJJZILDQ) to find out more about AMP updates |
| 25 – Nov | ANZ | * **Non-Credit Critical (NCC) Update**   + Non-Credit Critical (NCC) Application form has been updated effective immediately. * **Printing of Mortgage Documents**   + Printing of ANZ Mortgage Documents reminder * **Reminder: Lock Rate Available**   + As part of our regular reminders, we would like to stress the importance of customers being informed of the options available to them should they apply for a Fixed Rate Home Loan.   + Fixed Rate Home Loans and Fixed Rate Investment Loans are designed to give interest rate and repayment certainty for a specific period.   + Customers need to be advised that the fixed rate is set at draw down of the loan, not at time of application, unless they take the option of our lock rate facility. * **Reminder: Borrowers Contribution – Funds to Complete**   + ANZ removed the requirement for documents to verify a borrower's contribution effective Thursday 30 September 2021, for more application types.   Click [here](http://links.ecomm.anz.com/servlet/MailView?ms=NDU5OTk4NjAS1&r=MTM0MjE3MDUxMTUyMQS2&j=MjEyMjc5OTYwNwS2&mt=1&rt=0) to find out more about ANZ updates |
| 6 – Dec | * **Expansion of the Pre-Assessment Program**   + Expansion of the Pre-Assessment program from Monday 6 December 2021. * **Enhancements for Application Submission**   + ANZ will be making enhancements to ApplyOnline and Loanapp which come into effect from Monday 6 December 2021. * **LMI Updates – Mortgage Credit Requirements**   + Effective Monday 6 December 2021 ANZLMI are implementing several policy changes to align with the current ANZ Retail Credit Risk Policy. * **Quotes Outside the Fixed Price Building Contract – Mortgage Credit Requirements**   + Effective Monday 6 December 2021, ANZ will be simplifying the construction loan process for customers. * **HEM Quarterly Update**   + The Quarterly Household Expenditure Measure (HEM) update will come into effect Monday 6 December 2021. * **Updated Bridging Finance Policy**   + ANZ are making changes to the Bridging Finance policy, effective from Monday 6 December 2021.   Click [here](http://links.ecomm.anz.com/servlet/MailView?ms=NDU5OTk4NjAS1&r=MTM0MjE3MDUxMTUyMQS2&j=MjEyMjc5OTYwNwS2&mt=1&rt=0) to find out more about ANZ updates |
| 22 – Nov | BOQ | * **Updated BOQ Broker Certified Identification form wherein the updated form is available to brokers via the Broker Portal and will be updated in ApplyOnline after February 2022.** |
| 26 – Nov | Commonwealth Bank | * **Rate Changes**   + **The following changes are effective for new customers and existing customers applying for or switching to a Fixed Rate Home Loan, both with and without Mortgage Advantage (MAV) package rates shown below, from today, Friday 26 November 2021.**     - Owner Occupied Fixed Rate Home Loans     - Investor Fixed Rate Home Loans   + All Fixed Rate movements are effective immediately with no grace period   + Rates are subject to change at any time without notice * **New Applications**   + We will automatically process new applications submitted on and from today, Friday 26 November, at the new interest rates.   + Loans that fund on and from today, Friday 26 November, will automatically receive the new rates and any approved discounts if the customer did not choose to Rate Lock their loan. * **Switches, Splits and Refixes**   + We will automatically process all new customer switch requests submitted on and from today, Friday 26 November, at the new interest rates.   + If you have submitted a switch, split, or refix request before today, Friday 26 November, the rate applied will be the same as it was on the date you submitted the request.   + If you have already completed a switch request for a maturing existing Fixed Rate product, the rate applied at maturity will be the same as it was on the date you submitted the switch request.   + All eligible customers can split their home loan between Standard Variable and Fixed Rate products in the home loan splitting tool in NetBank and the CommBank app. * **Rate Lock: Updated Process**    + If your customer is considering Fixed Rates, please discuss Rate Lock with the customer.   + Based on feedback from our customers and broker network, we are making improvements to our Rate Lock processes for Fixed Rate Home Loans, effective from today, Friday 26 November. * **Rate Lock: $375 Offer**   + To support our customers, we are offering a Rate Lock Offer, where we are offering customers a discounted Rate Lock Fee of $375 per account (normally $750) from 5 July 2021 until 31 January 2022.   Click [here](https://ecomms.cba.com.au/rv/ff0086830b0bf7bf99803238c3409d31e281a25c) to find out more about Commonwealth Bank Updates |
| 24 – Nov | Heritage Bank | * **Rate Changes**   + Decrease owner occupier Home Advantage Variable for LVR ≤ 90% interest rates by 15-40bps   + Decrease owner occupier Discount Variable for LVR ≤ 90% interest rates by 20-45bps   + Increase owner occupier 2-year to 5-year Fixed Rates for LVR ≤ 90% interest rates by 20-40bps   + Decrease all Investor Home Advantage Variable interest rates by 10-54bps   + Decrease all Investor Discount Variable interest rates by 10-50bps   + Increase 2-year to 5-year Investor Fixed Rates interest rates by 10-30bps   + Terms and conditions apply |
| 23 – Nov | Homestart | * **Christmas Closure dates**   + HomeStart offices will be closed from 25 December 2021 and re-opening 4 January 2022.   + Discharge settlements will be accepted on days the office is open, however, New Loan Settlements will not be accepted for the period of Friday 24 December 2021 to Monday 3 January 2022 inclusive. |
| 22 – Nov | Macquarie | * **Changes to home loan fixed rates**   + Increasing of fixed home loan interest rates for new loans. * **Applications in progress**   + Current fixed rates will be applied to loans formally approved before close of business Friday 19 November 2021.   + Applications will need to be submitted prior to close of business Wednesday 17 November 2021 to allow time for them to be formally approved.   + New fixed rates will apply to all loans formally approved from Monday 22 November 2021.   + For principal increase applications, the new fixed rates will be applied at settlement from Monday 22 November 2021.   Click [here](https://view.communications.macquarie.com/?qs=8003cbbf2c8034f4ee7dd9db29caca2b67784bf5121f74e8f859b6c155d679179d5c490863b08473e54f2a2d0b88f7e40d6968e475280b0ae0ff68a9a8f4eb8fda00b099f0bf650bad79910fc499c7d5b8d4cc7acef38b95) to find out more about Macquarie updates |
| 24 – Nov | ME Bank | * **Changes to supporting documents required**   + **Equity release / Cash out**     - No longer differentiate the level of supporting documentation required for cash out/ equity release by income source. i.e., the same limits apply whether self-employed or PAYG)     - Introduction of specific supporting document requirements by purpose     - There are no cash out supporting documents required, however written advice from the Customer or Broker on the purpose of funds will still be required where cash out exceeds $5,000     - If there are two different cash out components, both under the threshold for their purpose but collectively totaling more than $100k (e.g., 90k for renovations, plus 60k for a car) supporting documentation to validate the larger of these components will be required   + **In flight applications**     - For any application submitted prior to the 24th of November 2021, ME will accept either the updated or prior policy depending on whichever provides the better customer experience - this includes continuing to accept the prior communicated ‘letter from customer’ validation method to ensure we are aligning with the best outcome for the customer.   + **Refinance**      - For Home Loans and personal loans being refinanced, the age limit of the 6 months bank statements or transaction listings required has been extended from 4 weeks (28 days) to no older than 45 days (as at submission date). OR     - An interim statement/transaction listing covering the most recent 6 months which meets the following conditions:       * must show the loan account number       * must be accompanied by any bank issued loan statement (or a page thereof) showing the customer's name and loan account number       * last date of the transaction listing is no older than 45 days as at submission date * **Income verification**   + **PAYG**     - Employer Letters as an income validation source, other than in the case of Parental Leave, has been removed   + **Self-Employed**     - The age limit of interim bank or transaction statement to evidence self-employed income has been extended from 7 to 30 days old at loan submission. * **Rate Lock reminder**   + To guard against any unwanted rate rises, you can add a Rate Lock option to your customer’s home loan application for $500 (valid for 90 days).   + Then when it comes time to settle their home loan, if it is still within the validity period, they’ll get either the original interest rate at the time they submitted their Rate Lock form, or the rate at settlement – whichever is lower.   + It is important to note that from the effective date any increase will apply to all fixed rates applications that are yet to settle, even those that may have received an additional discount to advertised rates.   + While the Rate Lock can be requested at any time until settlement, requests received post submission will cause a delay in the process while we work through the necessary changes on our end. * **Updated Broker Credit Policy** * **Key dates for the Holiday season at ME**   + **Trading hours and timelines**     - **The ME Credit Assessment and Funding and Settlement teams will be closed on the following national public holidays:**        * Monday, 27 December 2021       * Tuesday, 28 December 2021       * Monday, 3 January 2022     - **Settlements must be booked by 3:00pm AEST**       * On Wednesday, 22 December 2021 to meet settlement deadlines of Friday, 24 December 2021; and       * On Wednesday, 29 December 2021 to meet settlement deadlines of Friday, 31 December 2021.   + **In all instances, priority will be given to purchases for settlement bookings.**   + **Documents must be received by Galilee/Customer Support Team 4 days before Settlement – therefore, no later than Monday 20 December and Thursday 23 December.**   + **For new home loan applications, please ensure you provide the required supporting documents as listed in ME’s Broker Checklist and include detailed file notes to assist our team in efficiently assessing your customer’s application.**   + **For any settlements due in the week Monday 20 December 2021 to Friday 24 December 2021 please note that application MUST be received no later than Friday 26 November 2021 to allow for assessment and documentation to be completed (Simple purchase applications only).**   + **To avoid processing delays and missed settlements, please return all home loan documents as soon as possible, noting the minimum timeframe requirements above.** |
| 26 – Nov | * **Rate Changes**   + Increased Fixed Rates for Flexible Home Loan with Member Package   + Decreased Owner Occupier P&I Variable Rates for Flexible Home Loan with Member Package |
| 22 – Nov | MyState Bank | * **Increasing and reducing some of the home loan rates for the following loan types**   + Owner Occupied (Principal and Interest) Basic variable loans, where the LVR is <=80% reduced by 0.15% for new customers   + Owner Occupied (Principal and Interest) fixed rate loans (3 and 5-year terms) and Investment (Principal and Interest) fixed rate loans (1,2, 3 and 5-year terms) for new customers   + Owner Occupied (Interest Only) fixed rate loans (2,3 and 5-year terms) and Investment (Interest Only) fixed rate loans (1,2, 3 and 5-year terms) for new customers * **Refinance Cash-back Offer extended**   + Extension of refinance cash-back offer for eligible loan applications submitted between 4 October 2021 and 31 December 2021 (Offer Period) and settle no later than 31 March 2022     - $2,000 cash back where the refinance amount is between $250,000 and $499,999     - $3,000 cash back where the refinance amount is $500,000 or more   + Terms and conditions apply |
| 29 – Nov | NAB | * **NAB Credit Policy updates for November 2021**   + Acceptable residential security size – NAB will accept properties over 40sqm   + Inner city apartments   + Off the plan purchases   + Home insurance value check removal   + Aged valuations   + Click [here](https://image.e.nabbroker.com.au/lib/fe3811727564047c711275/m/1/ef278adf-cdba-43f9-a1fb-4c7c64010f4e.pdf) to find out more about this update * **Access Seeker reports in ApplyOnline**   + New ‘Credit Report’ icon in the ‘Financial Passport’ section in the Applicants and Financial Position tabs of ApplyOnline   + You must receive written customer consent to run an Access Seeker report and keep this on file. You don’t need to attach this to the application.   + Click [here](https://image.e.nabbroker.com.au/lib/fe3811727564047c711275/m/1/658948b4-aa62-43fd-b753-b8686aeaa618.pdf) to find out more about this update * **NAB Commercial Broker questions in ApplyOnline**   + A new question has been added to the Summary tab but will only be mandatory when a ‘Commercial Relationship has been flagged in ApplyOnline.   + Click [here](https://image.e.nabbroker.com.au/lib/fe3811727564047c711275/m/1/35c8cd4e-13de-4907-aa40-4078638e9958.pdf) to find out more about this update * **Update - Serviceability Calculator technology issues**   + Some brokers are reporting difficulty opening the Serviceability Calculator v49.   + Click [here](https://image.e.nabbroker.com.au/lib/fe3811727564047c711275/m/1/11e5d47e-67ca-408d-923b-42de28ae124d.pdf) to find out more about this update   Click [here](https://view.e.nabbroker.com.au/?qs=438dff81ff9399e6f6ebb32ef1df5713f06bfcd9b6107ac5de7d02645352c7e99724abbca35a2967a09aadeaeac33745c938220e200dabcb523d10e04df251c733ad6fad07e27197f537575332554f965a5cdcbcbd301b93) to find out more about NAB updates |
| 30 – Nov | * **New process for HBAA grants**   + From 30 November 2021, please send all HBAA grant applications to our Broker FHOG team at Broker.FHOG.Applications@nab.com.au. Please ensure the customer has completed their section of the form and submitted all supporting documents prior to sending the form to NAB.   + Click [here](https://image.e.nabbroker.com.au/lib/fe3811727564047c711275/m/1/082c2a7e-3d59-45a0-ac0b-153c581ee82f.pdf) to find out more about this update |
| 26 – Nov | P&N Bank | * **Fixed Rate Change**   + Changes to 2-, 3-, 4-, 5-year fixed rates both for OO and INV * **Variable Rate Change**   + Changes to Basic Home Loan and Investor Basic Loan for both P&I and IO repayments * **Policy Update**   + Cosmetic changes to RP 1.24 Cash Out |
| 1 – Dec | St. George, Bank of Melbourne, BankSA | * **$3,000 Refinance Cashback offer changes**   + Effective 1 December 2021, we’re changing the loan to value ratio (LVR7) eligibility criteria for our $3,000 Refinance Cashback+ home loan offer and extending the offer for eligible applications received by 28 February 2022 and settle by 31 May 2022. * **End of year cut-off dates.**   + The Christmas period is fast approaching, so please be aware of our end of year cut-off dates to ensure settlements and drawdowns can be completed by 24 December 2021. * **Credit Policy Scenario Hotline won’t be monitored.**   + The Credit Policy Scenario Hotline won’t be available over the Christmas period, with its last day being monitored on 24 December 2021. * **Acknowledgements, Consents and Confirmations Form**   + From 29 November 2021, if an application is lodged without an Acknowledgement, Confirmations and Consents or the long form application form, or if the lodged application form does not meet the document requirements, the application will not be assessed until a correctly completed form is provided.   Click [here](https://view.mc.banksa.com.au/?qs=dbe22261dbd06c890bcc4f0868505b205ec9a6956c8dbeb667ae4c53fc38b800f608e674a5bf5f5f00f425c7d948cbf68fb590d46bcbfcc380cc583a190109c8af1e053f9180ff97309529323fe0a28a) to find out more about BankSA updates  Click [here](https://view.mc.bankofmelbourne.com.au/?qs=dbe22261dbd06c89979e222d206631b4f726a7fe7049ae6d60a61dc43ce324ef84058966732cb96e91aa911729820a512174e34f4dc4c87d20318abc520d3a63465d286e7b607ac46392de47bec325a81ce64901f1fdc873) to find out more about Bank of Melbourne updates  Click [here](https://view.mc.stgeorge.com.au/?qs=dbe22261dbd06c897df6fa5d3a4500c054bc6c0304ed565ccb251543b605c8160411697c5aa3437e44939f3201806d354ed5979f3513b0c41a47e646127b7270241169f68e0b0be240dcd8e9812d273d52d7cc6c795e54b2) to find out more about St. George updates |
| 19 – Nov | Suncorp | * **Small business interest rate change**   + Small business advertised variable rates will decrease, while advertised fixed interest rates will increase by varying amounts.   Click [here](http://go.pardot.com/webmail/151401/408539285/2683b6c1b3fcb3d32c62e8e82c3e92be2419fa5b0b6171d66c48fa2b81618eb5) to find out more about Suncorp updates |
| 24 – Nov | * **Fixed Rate & Rate Lock**   + In the current climate there are anticipated changes to our Fixed Rates - please ensure that if there are discussions regarding Fixed Rate proposals with customers that these are submitted ASAP, as we will normally have no warning when a change to rate is announce   + To Rate Locks Fixed Rate for the customer, you will find this option within AOL as ‘Guaranteed Rate’ which should be selected at lodgement.     - The rate lock fee is either 0.15% of the loan amount or $600 (whichever is the greater)     - The rate lock cannot be\* \*applied after credit assessment has been completed, please ensure this option is selected at Lodgement if customers wish to rate lock. \* * **Service Levels Update**   + SLAs are updated daily and can be viewed in the broker portal link here - [Home Loans (suncorp.com.au)](https://www.suncorp.com.au/banking/service-level/home-loans.html) * **End of Year Deadlines**   + [https://businesspartners.suncorp.com.au/home/service-levels/home-loans.html#deadlines](https://businesspartners.suncorp.com.au/wdm/suncorpext/?referrer=bmm&bmctx=152B978763478B3EF76972CAFCAA9EBA4BF11B5DEF1BCC81725EA276E2CFD288&contextType=external&username=string&contextValue=%2Foam&password=secure_string&challenge_url=https%3A%2F%2Fbusinesspartners.suncorp.com.au%2Fwdm%2Fsuncorpext%2F%3Freferrer%3Dbmm%23%2Flogin&request_id=5222245930370987804&authn_try_count=0&locale=en_US&resource_url=https%253A%252F%252Fbusinesspartners.suncorp.com.au%252Fhome%252Fservice-levels%252Fhome-loans.html#deadlines) * **Purchase Apps**   + Submitted in full by 12th November   + Executed Loan Docs to be returned and back by 14th December * **Refi/Other Apps**   + Submitted in full by 19th November   + Executed Loan Docs to be returned and back by 14th December * **Policy Updates**   + Probation – We now require applicants to have completed any probationary period of their employment to accept income for assessment (no longer able to make exception based on prior employment history).   + OT & Allowances – We can now accept this income for servicing once received for a minimum of 6mth (previously 9mths)   + We are unable to consider an application where DTI exceeds 8. * **Current Offers**   + The Home Package Plus $375 annual fee is currently being Waived for the Life of the Loan   + $3000 Refinance Cash Back for Lending where a total combined Refi Pay-out figure is over $750k and LVR <90% (offer due to end 30th November)   + Terms and conditions apply |
| 26 – Nov | * **Rate changes** * **$3,000 Refinance Offer extended to 29 April 2021**   + The current offer has been extended as per the below updated condition, all other conditions remain the same. * **$3,000 Solar Home Bonus Offer (New Lending) extended to 29 April 2022**   + The current offer has been extended as per the below updated condition, all other conditions remain the same.   Click [here](http://go.pardot.com/webmail/151401/409081645/2683b6c1b3fcb3d32c62e8e82c3e92be2419fa5b0b6171d66c48fa2b81618eb5) to find out more about Suncorp updates |
| 29 – Nov | * **Change to commercial property valuation process**   + The new process means that commercial property valuations can only be ordered using the new Valuation​ Acknowledgement form following customer payment via the Multipay platform.   Click [here](http://go.pardot.com/webmail/151401/409290491/2683b6c1b3fcb3d32c62e8e82c3e92be2419fa5b0b6171d66c48fa2b81618eb5) to find out more about this update |
| 25 – Nov | Westpac | * **Changes to our Flexi First Option Home Loan and Investment Loans.**   + Removing the 2-year introductory discount for Flexi First Option Home Loans and Flexi First Option Investment Property Loans for new customers.   + Increasing the ‘life of loan’ promotional discount for Flexi First Option Home Loans and Flexi First Option Investment Property Loans. * **Important details on Flexi First Option Home Loan changes**   + New home loan applications submitted from Thursday 25 November 2021 will no longer receive the 2-year introductory discount and will receive the above new life-of-loan promotional interest rate.   + For applications submitted but not settled before Thursday 25 November 2021, the existing 2-year introductory rate and life-of-loan promotional rate at the date of the application submitted will apply.   + Existing customers that are currently on the 2-year introductory rate or have rolled off to the life-of-loan promotional rate will not be impacted by this change. They will continue to receive the applicable introductory and promotional discount applied at the start of their loan.   + Interest rate applicable at the time of settlement = Flexi First Option Home Loan base variable rate at the time of settlement – applicable introductory and promotional discount at the time of application submitted.   Click [here](https://view.mc.westpac.com.au/?qs=847e6b7f9b85392c4882eea9054a2a51545a743f56104f753417780ca5750afa8421e3fc73ed151487f5ec8a5449e14f28e50980e1f803edfbd2171576f76e4dbfff4e0e986e850f71a6edc6873be37c) to find out more about Westpac updates |
| 1 – Dec | * **$3,000 Refinance Cashback offer changes**   + Effective 1 December 2021, we’re changing the loan to value ratio (LVR+) eligibility criteria for our $3,000 Refinance Cashback home loan offer and extending the offer for eligible applications received by 28 February 2022 and settle by 31 May 2022. * **End of year cut-off dates**   + The Christmas period is fast approaching, so please be aware of our end of year cut-off dates to ensure settlements and drawdowns can be completed by 24 December 2021. * **Credit Policy Scenario Hotline won’t be monitored**   + The Credit Policy Scenario Hotline won’t be available over the Christmas period, with its last day being monitored on 24 December 2021. The hotline will then recommence on 10 January 2022 to again support you with any credit scenario questions.   Click [here](https://view.mc.westpac.com.au/?qs=dbe22261dbd06c89f632f58c6d9ff054c8b8d5b5c98502a7caaedd36a56971bf892cacc39f574d18864a2376bb5c0696265ed11ff94be74f4309a12c429677880c381c9fd3f85558a55279e845f3e9f93873106e1cde1108) to find out more about Westpac updates |