



# Distributor Newsletter

**For distributor use only**

**22 July 2022**


<b>Product type</b>	<b>Changes</b>
Home loan variable rates	No
Home loan fixed rates	No
Everyday & savings account rates	No
Term Deposit rates	No



## In this issue

- Your customers could enjoy cashback of up to \$5,000 when refinancing with us!
- Broker IVR update
- Making it easier to submit applications
- New improvements to our supporting documents & communication processes
- Manage your subscription
- Useful links

*Look out for our regular email updates to you each week about our service timeframes for the week ahead.*



Your customers could enjoy  
**cashback of up to \$5,000**  
when refinancing with us!

Apply by 31 August and settle by 30 November 2022 to be eligible for our limited time cashback offer.

**Here's everything you need to know before applying:**

- Customers are eligible to receive a \$2,000 cashback payment if the loan amount is \$250,000 up to \$999,999, or a \$5,000 cashback payment if the loan amount is \$1,000,000 or more.
- New refinance applications only with a portion of the loan on a variable interest rate.
- This offer is available on Professional Package, AMP First, Essential and Basic Home Loan products.
- Offer available for both owner occupier and residential investment loans.
- Credit criteria, fees and charges apply. Terms and conditions apply and are available at [amp.com.au/bankterms](https://amp.com.au/bankterms) or by calling 13 30 30.\*

For more information re information about this limited time offer, click through to our '[special offers](#)' section or speak to your [Business Development Manager](#).

The credit provider is AMP Bank Limited ABN 15 081 596 009, AFSL and Australian Credit Licence 234517. Approval is subject to AMP Bank guidelines.

Information including interest rates is correct as at 22 July 2022 and is subject to change without notice.

\*Terms and conditions apply and are available at [amp.com.au/bankterms](https://amp.com.au/bankterms) or by calling 13 30 30. Fees and charges are payable.

A target market determination for this product is available at [www.amp.com.au/bank/TMD](https://www.amp.com.au/bank/TMD).

Tax consequences may arise from these promotions for investors and customers should seek independent advice on any taxation matters. This information is provided by AMP Bank Limited. Read our Financial Services Guide available at [amp.com.au/fsg](https://amp.com.au/fsg) for information about our services, including the fees and other benefits that AMP companies and their representatives may receive in relation to products and services provided to you.

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## Broker IVR update

We've recently updated our IVR menu by introducing two new options. Adding these means we're able to pass you to the right person for your enquiry quicker.

**The IVR options:**

- If you are calling about a home loan, please press **1**
  - If you are calling for an update on a new loan or increase in progress, please press **1**
  - If you are calling about a new discharge, please press **2\***
  - If you are calling for an update on a new discharge that is in progress, please press **3\***
  - If you have an enquiry for an existing customer, please press **4**

\* new option added

For more information, speak to your [Business Development Manager](#).

## Making it easier to submit applications

This month we've rolled out enhancements to NextGenID and our eSign process to make it easier for you to submit applications to AMP Bank.

It's in response to your recent feedback that an application could still be waiting for your customer to complete NextGenID, after eSign had been triggered - which caused the application to lock.

### What's changing?

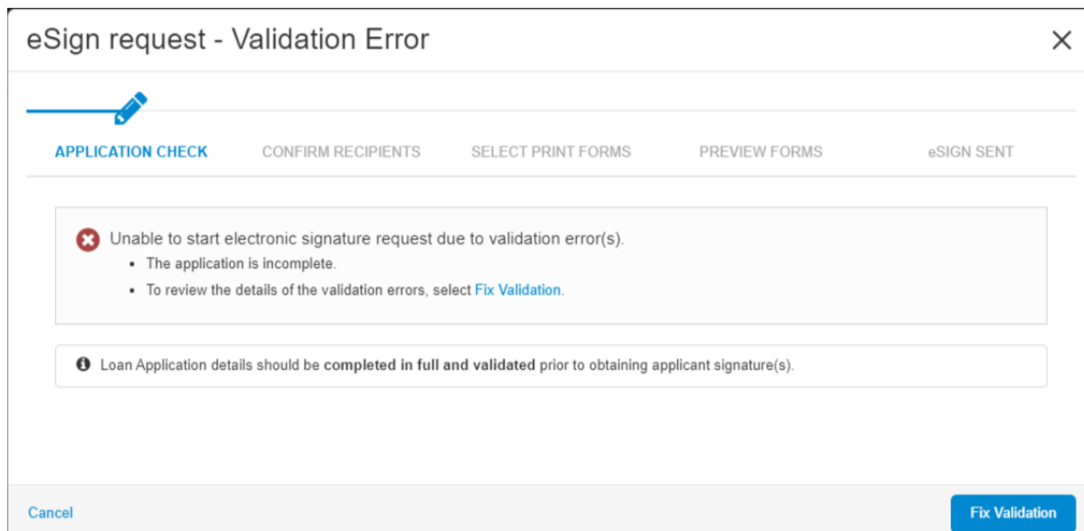
You'll now be prevented from triggering eSign until applicants have completed NextGenID.

When NextGenID shows a status of 'Complete', eSign can be triggered. This locks the application so no further edits can be made and ensures that the details provided by your customer are true and accurate at the time of signing.

If for some reason your customer can't complete NextGenID, you can cancel and complete verification in the Broker Centre.

### What you'll see

If NextGenID has a status of 'Pending' or 'In Progress' the following validation error message will be displayed when eSign is triggered from the Supporting Docs Tab.



For more information, speak to your [Business Development Manager](#).

## New improvements to our supporting documents & communication processes

### Effective Thursday, 21 July 2022

A reminder of additional changes we made to our supporting documents and communication processes to better support you and your customers.

The changes took effect from Thursday, 21 July 2022 and aim to improve your experience with us and reduce time to decisions.

## Supporting document submission - checklist changes

- New document card requesting for PAYG income statement will be displayed in the submission checklist for PAYG applications created between 1 July and end of September.
- New drop-down field called 'Operating Structure' for self-employed applicants. By nominating the applicable structure, the correct income documents required for assessment will be shown in the Docs Tab.
- Requests for More Information (RMIs) controls now added. RMIs must now be satisfied prior to conditional approval (rather than unconditional).

## Communication enhancements

- Customer approval letters for System Approved deals will only be issued once the application details have been verified by AMP.
- Pre-approval, conditional and unconditional approval letter templates have a clearer format and structure to help customers identify requirements needed to reach an Unconditional Approval. [View a sample of the new conditional approval letter template](#)

For more information, speak to your [Business Development Manager](#).

## Please do not reply to this email

For more information, please reach out to your [Business Development Manager](#).

The credit provider and product issuer is AMP Bank Limited ABN 15 081 596 009, AFSL and Australian Credit Licence 234517.



### Manage your subscription



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