



# Distributor Newsletter

Product type	Changes	Product type	Changes
Home loan variable rates	⊗	Everyday & savings account rates	⊗
Home loan fixed rates	⊗	Term Deposit rates	✓

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For more information on any of our updates, please contact your BDM  
Please do not reply to this email.



Join us on **Tuesday, 17 October 2023 at 2.00pm (Sydney time)** for our next AMP Bank credit webinar with our panel of experts.

Key event features:

- Our panel will discuss how your feedback has driven improvements to the way we deliver a better AMP experience to you and your customers;
- A live demonstration of how to use the AMP toolkit, including AMP Access Seeker, NextGen ID & FMS to assist in lifting first touch formal decisions; and
- A walk through of how the serviceability calculator can be used for a range of circumstances, including self-employed persons and common debt reducer servicing.

You'll have the opportunity to earn CPD points by participating in a live Q&A session.

If we've already sent you an invitation but you haven't responded yet, simply [provide your RSVP](#).

[Register now >](#)

## Term Deposit rate changes

Effective Monday, 16 October 2023

Term Deposit rate changes	
Effective Monday, 16 October 2023	
1 year Term Deposit <sup>2</sup>	5.05% pa

Please refer to the current [Interest Rate Bulletin](#) for a full list of our interest rates.

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### Reminder to complete the loan repayment form

We strive to create a simple and efficient experience for you and your customers. To enable better flexibility, we created a loan repayment form that allows customers to choose the repayment frequency in line with their pay cycles or as best suits their needs. The form is included in the loan document pack and requires completion prior to settlement. Additionally, a digital 'manage my repayments' form is available via My AMP or the My AMP app, should your customer require to change the repayment frequency post settlement.

As a reminder, we encourage you to ensure the loan repayment form is completed as part of the loan documents to ensure the correct repayment frequency is selected as per your customer's needs.

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### Don't forget to report on time for compliance with DDO

Design and Distribution Obligations (DDO) are intended to help retail customers select the right product. The DDO applies only to retail customers and places obligations on product issuers (like AMP Bank) and distributors (such as mortgage brokers, fixed income brokers and advisers). The DDO legislation does not apply to Practice Finance.

#### What do I report?

The DDO requires us to collect information from our distributors to monitor the distribution of our products – the information we require is set out on the last page of our Target Market Determinations (TMDs), available from our [Distributor Centre](#).

Any complaints reporting we require is aligned with paragraph RG 271.182 of Regulatory Guide 271 Internal dispute resolution. Data must be aggregated by product and nature of complaint, and any personal information (such as Customer Name) must not be included. See a list of required information on our [Distributor Centre](#).

#### When do I report?

You must provide 6-monthly reports of complaints received about the product and its distribution, with any reports to be provided in the first 10 business days of April and October each year.

**Our next submission is 1 October 2023 - 17 October 2023. Please pay close attention to your deadlines based on the State or Territory you are located in as they vary due to public holidays.**

Design and Distribution Obligations		
State	Submission start date	Submission end date
ACT, NSW, QLD & SA	1 October 2023	16 October 2023
VIC, NT & WA	1 October 2023	13 October 2023
TAS	1 October 2023	17 October 2023

### How do I report?

During the submission period, simply report any complaints via the online form on the [Distributor Centre](#). This form is only active during the submission period.

In the unlikely event of a significant dealing, notify us via [DDO\\_Bank@ampbanking.com.au](mailto:DDO_Bank@ampbanking.com.au) as early as possible, and within 10 business days of becoming aware. You may include any information you deem relevant. You can also use this email address to provide any other relevant feedback on DDO matters.

### More information

Read about AMP's approach to the DDO on our [Distributor Centre](#). You can also see more about the DDO legislation in the [ASIC Regulatory Guide 274](#).



**FASTRefi® allows a refinance to occur quickly after loan documents have been signed** without the title of the property being transferred from the outgoing lender. It was launched as part of our ongoing commitment to improve the experience for you and your customers and uplift efficiency.

If you haven't already, you can start taking advantage of FASTRefi® service with your customers via [ApplyOnline](#) today. You'll notice a new FASTRefi® section with a check box below when submitting new loans.

**FASTRefi**

Do the applicant(s) wish to take advantage of the FASTRefi service?  Yes  No

### Your customers will benefit by:

- Receiving their new loan and rate within days of returning signed loan documents.
- Greater certainty on agreed settlement dates.
- Enjoying a more seamless refinancing experience overall.

Visit our [FASTRefi®](#) page for additional information, helpful links, tips, and tricks.



## Useful links



Interest rates



Service times



ApplyOnline



Change email



Forms



Calculators



Find a BDM



Subscribe



Unsubscribe

### What you need to know

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 13 October 2023 and is subject to change without notice. Terms and conditions apply and are available at [amp.com.au/bankterms](http://amp.com.au/bankterms) or by calling 13 30 30. Fees and charges are payable. Before making a decision about an AMP Bank product your customers should consider the terms and conditions. Read our Financial Services Guide available at [amp.com.au/fsg](http://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.

*For Notice Accounts only:* Before making a decision about this product your customers should consider the Notice Account PDS available from AMP at [amp.com.au/bankterms](http://amp.com.au/bankterms) or on 13 30 30.

1 The comparison rate is calculated for a secured loan on a loan amount of \$150,000 over a 25-year term. **WARNING:** This comparison rate is true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate. Comparison rates for fixed interest only loans are based on an initial interest only period equal to the nominated fixed period and the remaining period (to 25 years) principal and interest at the equivalent product variable rate. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan.

2 This rate is applicable to applications received from Intermediaries only.

Target market determinations for AMP Bank products are available at [www.amp.com.au/bank/TMD](http://www.amp.com.au/bank/TMD).