



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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- FHOG applications
- Christmas settlement cut-off times
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- FASTRefi is available
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For more information on any of our updates, please contact your BDM
Please do not reply to this email.

Service improvements to help you and your clients



Following on from our recent announcement regarding the impending release of a refreshed [Distribution Centre](#), AMP Bank is proud to announce that we have now launched the changes to this critical channel. Please be aware that there is no action required of you... just sit back, relax, and enjoy an enhanced digital experience.

We understand that changes can be disruptive - we sincerely believe the changes we have created produce an improved overall experience. If you'd like to book in a discovery session of the new site with your AMP representative, please don't hesitate to contact your [Business Development Manager](#).

Savings account rate changes

Effective Friday, 1 December 2023

AMP Saver Account rate changes	
Effective Friday, 1 December 2023	
Standard rate for all balances	1.20% pa
Deposit Bonus Interest Rate, eligible for balances up to \$250,000	4.00% pa ³
Total Variable Rate	5.20% pa

Effective 1 December 2023, the Standard Rate on AMP Saver Accounts will increase by 0.20% pa, from 1.00% pa to 1.20% pa, bringing the total variable rate from 5.00% pa to 5.20% pa², eligible for balances up to \$250,000³.

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

Where to send First Home Owner Grand (FHOG) applications

From Friday, 17 November 2023, you'll see a change in our special conditions for FHOG applications.

All FHOG applications are to now be sent to:

First Mortgage Services, GPO BOX 2699 ADELAIDE, SA, 5001

There is no change to the application process, how the FHOG funds are added to settlement proceeds or to the eligibility criteria.

For all applications received by the Bank up to 17 November 2023, the Bank will continue to process these. If an application is received by the Bank after this date, we'll organise for the application to be lodged with the respective OSR.

Should you send an application to the above-mentioned address and require an update on its progress, please call **1300 360 757**.

Christmas settlement cut-off times

New applications, substitutions or partial discharges

Applications should be submitted by Monday, 20 November 2023 and unconditionally approved by Monday, 4 December 2023.

Settlement

To enable our settlements team to prepare for settlement, all signed loan documents must be returned prior to Monday, 11 December 2023.

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 should be submitted by Monday, 11 December 2023.

Excited to be awarded the Best Digital Bank in Australia



AMP Awarded Best Digital Bank in Australia

AMP Bank recognised for innovation, engagement, personalisation and user XP.

We're excited to announce that AMP Bank has been named the Best Digital Bank – Australia at The Digital Banker's Global Retail Banking Innovation Awards 2023.

These are the most authoritative private wealth awards in the world and recognise cutting-edge banks that blend the best technology with the power of their people to raise the bar in consumer banking.

The expert judging panel included KPMG, EY, PwC, Deloitte and Forrester Banks and rated banks across digital innovation, digital ecosystems, customer experience, financial performance and leadership strategy.

Refinancing just got even quicker

FASTRefi® with AMP Bank



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



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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 17 November 2023 and is subject to change without notice. Terms and conditions apply and are available at 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 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 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 Information including interest rates is correct as at 17 November 2023 and is subject to change without notice.

3 Eligibility criteria apply, including minimum monthly deposits. See AMP Saver Rewards Terms and Conditions for more information.

Target market determinations for AMP Bank products are available at www.amp.com.au/bank/TMD.