




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.

AMP Bank credit webinar
REGISTER NOW
with Paul Herbert,
Melissa Christy,
Sonia Partol and
Alex Cornish

Tune in to AMP Bank’s final webinar for 2023 on 17 October 2023 at 2.00pm.

We’re looking forward to hosting a panel of AMP subject matter experts to help you and your teams get the best out of your AMP toolkit and create seamless experiences for your customers.

Join us for a tools demonstration and get your questions answered 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 >](#)

Form updates

Smart forms

We've updated our Term Deposit Smart form and our Everyday Account and Savings Account smart form. Updated versions of these forms are available on the Distributor Centre now. Please ensure you're using the updated versions of these.

Third Party Access form

We've updated our Third Party Personal Access form. This is available on the Distributor Centre now. The Third Party Company Access form will go live early next week (week commencing 9 October 2023). Please ensure you're using the updated versions of these.

Reminder: Bett3r Account closure and product switch last weekend

With the decommissioning of the Bett3r App, we wrote to Bett3r customers in July 2023 to inform them that between 30 September and 1 October 2023, we were going to automatically switch their Bett3r accounts to contemporary AMP Banking accounts.

| Bett3r Account switch 30 September to 1 October 2023 | |
|--|------------------------------------|
| AMP Bett3r Account | New product they'll be switched to |
| Bett3r Pay | AMP Cash Manager |
| Bett3r Save | AMP Saver Account |
| Bett3r Spend | AMP Access Account |
| Bett3r Offset Account | AMP Offset Deposit Account |

There's nothing that customers need to do

We've automatically switched their accounts. Customers account numbers remained the same after the switch so they can continue to use any existing access card. Also, electronic payments to and from their accounts will continue in their new accounts and they can see these when they log into My AMP.

The Bett3r app

Customers are prompted to download the My AMP app for online banking. The details that customers previously used to access the Bett3r app will remain the same for the My AMP app and My AMP website.

For more information, check out our FAQs at amp.com.au/bett3rswitch.

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 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 6 October 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 This rate is applicable to applications received from Intermediaries only.

3 The Bonus Period will commence on the first day of the following month the account is opened in. All AMP Business Saver Account rates are variable and subject to change.

4 The Bonus Period will commence on the first day of the following month the account is opened in. All AMP SuperEdge Saver Account rates are variable and subject to change.

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