



Mobile App Retirement

From **5 December 2024**, Connective Select will no longer have a mobile banking app available to customers. This applies to both Apple and Android versions.

Attached is a detailed communication plan with timelines and key messages.

This will support you with customer conversations and any other changes you may need to make (e.g., website or collateral).

Key dates:

Date	Communication Type
09/10/2024	Statement message on monthly statement commences
09/10/2024	Secure Mail message via Online Banking Portal (subject to tech feasibility)
14/10/2024	Customer Letter
25/10/2024	Customer SMS (select customers)
05/12/2024	Mobile app (Android and Apple) removed

Thank you for your understanding and please contact your Partner Relationship Manager if you require further information.



Connective Select

connectivehomeloans.com.au | info@connectivehomeloans.com.au | 1800 762 053

C2 - Internal Use Only

This communication is intended only for use of the addressee and may contain legally privileged and confidential information.

If you are not the addressee or intended recipient, you are notified that any dissemination, copying or use of any of the information is unauthorised.

The legal privilege and confidentiality attached to this e-mail is not waived, lost or destroyed by reason of a mistaken delivery to you.

If you have received this message in error, we would appreciate an immediate notification via e-mail to ContactUs@bendigoadelaide.com.au or by phoning 1300 BENDIGO (1300 236 344), and ask that the e-mail be permanently deleted from your system.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178
