

Important Policy information you need to know.



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In the know

Important updates for brokers.



For the latest rates, offers and access to your BrokerHub.

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Hi,

We're constantly looking for ways to help you and your clients, including keeping you up to date with our latest policy and system changes. These are:

- From two to one full Financial Year time in employment for Self-employed Medico customers.
- Coming soon: BrokerHub One-Time Passcode (OTP) security enhancement.
- Primary calculator change in BrokerHub.
- More choice with digital loan authority.
- Notification of shortfall funds provided by bank in customer's documentation.
- Updates to ApplyOnline (AOL).
- Changes to Credit Policy.

The following changes will go live on **30 September 2024** (unless otherwise specified).

Your latest must-knows

From two to one full Financial Year time in employment for Self-employed Medico customers

We're updating our Policy to reduce the time in employment required for Self-

employed Medico customers who meet Medico Sector eligibility, from two full financial years to one full financial year to align to existing documentation requirements.



Coming Soon: BrokerHub One-Time Passcode (OTP) security enhancement

At St.George, online security and protecting your data and your client's is important.

In November, we will be launching an additional layer of security for BrokerHub with One-Time Passcode (OTP). OTP is a six-digit security code that will be emailed to your nominated email address each time you log in to BrokerHub. The nominated email address may be a group email address to support your admin and office staff accessing BrokerHub. Once the unique code is entered, we'll authenticate your login.

We want to thank you for continuing to play a key role in keeping your client's data safe and secure.

We will be sharing more information closer to the day of launch alongside key information to support you. In the meantime, please reach out to your Business Development Manager team should you wish to understand more about ways we're protecting you and your clients.

Primary calculator change in BrokerHub

We've changed the default calculator in the 'Calculator' drop-down options when selecting 'St.George Calculator' in BrokerHub, to ensure you experience greater accuracy on serviceability outcomes for your clients.

From **27 September 2024**, when you select 'St.George Calculator', this will generate the Broker Serviceability Calculator, rather than the ApplyOnline (AOL) calculator. The AOL calculator will continue to be available in ApplyOnline and in 'Other Calculators' in BrokerHub.

More choice with digital loan authority

Your client/s with a Principal & Interest (P&I) loan can now choose their repayment frequency as weekly or fortnightly using the digital loan authority, instead of defaulting to monthly. This digital solution reduces the need for your client/s to complete the physical form.

Interest Only (IO) and progress drawdowns will remain monthly, and Interest in Advance (IIA) and Relocation loans won't have direct debits.

Notification of shortfall funds provided by bank in customer's documentation

Where St.George provides a shortfall of funds for clients at settlement, this will now be displayed on the clients welcome letter as part of the settlement disbursement.



Great news for your Medico Self-employed clients

From **30 September 2024**, we're updating our Policy to reduce the time in employment required for Self-employed Medico customers from two full financial years to one.

*Subject to meeting eligibility criteria. Credit criteria, T&Cs apply.

[Read more about our Policy](#)

Updates to ApplyOnline (AOL)

The following enhancements will be made in AOL:

- Update to serviceability assessment.
- Update to Verification of Identity (VOI) form.
- Updates to branches available for account opening.
- Enhancements to salary sacrifice capture.
- Update to help text for Body Corporate and Strata cost expense change.

To read the full detail of these AOL changes, read below.

[Find out more](#)

Changes to our Credit Policy

The following changes will apply to our consumer Credit Policy for new and existing St.George customers:

- Annual Study and Training Support Loan (STSL) and Medicare Levy low-income threshold to the latest figures update.
- Purchase contract playback form.
- Church conversion to residential property.

To read the full detail of these Policy changes, read below.

[Find out more](#)

You've got questions? We've got time to talk.



stgeorge.com.au/broker



Call [1300 137 532](tel:1300137532)

Thanks,

Your St.George team



St.George acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders past and present.

Accessibility support:

St.George welcomes calls through the National Relay Service. If you are deaf, hard of hearing, or have speech/communication difficulty, choose your access option detailed on [National Relay Service](#).

Where English is a second language, contact us and a banker can arrange a language interpreter.

Visit [St.George Accessibility](#) for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is a second language.

Things you should know:

Conditions, credit criteria, fees and charges apply. Based on St.George Bank's credit criteria, residential lending is not available for Non-Australian resident borrowers. More information available at stgeorge.com.au/broker.

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