



Latest News

Keeping you informed



Broker use only, not for distribution to customers.

More support with extended opening hours at our Customer Contact Centre

We're committed to providing exceptional service to you and your customers by being available to help when you need us, including:

- pre-application credit advice and upfront exceptions through our Scenarios team,
- a case manager at each stage of the home loan process,
- dedicated BDM support,
- self-serve updates using Preferred Lender, and
- our Customer Contact Centre who are available on 1300 300 989.

Our Contact Centre will now be open longer

From Monday 7 October, we're extending the Advantedge Customer Contact Centre's opening hours. The new hours will be as follows:

State/Territory	Opening hours During standard time	Opening hours During daylight savings time*
NSW / ACT / VIC / TAS	8:00am – 7:00pm (AEST)	8:00am – 8:00pm (AEDT)
QLD	8:00am – 7:00pm (AEST)	7:00am – 7:00pm (AEST)
SA	7:30am – 6:30pm (ACST)	7:30am – 7:30pm (ACDT)
WA	6:00am – 5:00pm (AWST)	5:00am – 5:00pm (AWST)
NT	7:30am – 6:30pm (ACST)	6:30am – 6:30pm (ACST)

* **Note:** Daylight savings time hours apply from the first Sunday in October and ends on the first Sunday in April.

Making our team available to support you and customers for longer will ensure a better experience for you and your customers, particularly for those in WA, SA and NT.

Need pre-application credit support? Contact our Scenarios team

Our Scenarios team offers all Connective Home Loan Essentials brokers market leading pre-application support, including:

- A dedicated team of highly experienced credit officers.
- A quicker and simpler experience with expert advice and upfront exceptions.
- Greater confidence in the outcome before submitting your application.
- Two-way contact via email and outbound phone calls where more information is required.
- A quick no answer, or a yes with a scenario reference number.

How do I use this service?

Our team provide two key resources - one for policy clarification and another for policy exceptions for scenarios outside of guidelines.

- Where help is needed with policy clarification, brokers can email our Scenarios team at Advantagedge.Scenario@advantagedge.com.au.
- Where help is needed with an exception to policy for a scenario outside of our guidelines, brokers can email a Credit Coach at mycreditcoach@advantagedge.com.au.

When responding, our team will provide a reference number to use when submitting the application to ensure a smooth submission experience.

Important reminders

- When submitting an application, please provide a copy of any email correspondence you have with the Scenarios team and (if an exemption has been approved) the reference number.
- All policy exceptions are subject to the application passing the system decision criteria when the full application is submitted
- All applications are subject to a full credit assessment.

If you have any questions, please contact your Connective Home Loan Essentials Business Development Manager.

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All applications are subject to normal credit approval criteria. Full terms, conditions and schedule of fees are set out in the relevant loan contracts. Fees, charges and government taxes may be payable. Fees and charges may be varied or introduced in the future.

Important information

Interest rates, fees and charges are subject to change. Fees and charges apply to all Advantedge products. Refer to the Fees and Charges Booklet on your aggregator's software for full details. Fees and charges are current and may be introduced or varied in accordance with loan terms.

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