



SMS Settlement Congratulations and Welcome Call

Effective **Friday 8 November 2024**, we are introducing a post settlement SMS to inform customers to expect a Welcome Call from us.

The SMS will read:

'Congratulations on your settlement, we will be reaching out to welcome you to the Bank in the next couple of days. If you would like to make contact sooner please call us on 08 8201 9807, Option 1 Welcome Call; our business hours are Monday to Friday, 9am to 6:30pm AEST. No SMS reply available.'

Our aim is to contact customers as quickly as possible after settlement and provide an opportunity if they wish to be in touch with us before the Welcome Call.

If you have any questions, please contact Select Assist on 1300 738 336 or email [Connective Operations](mailto:info@connectivehomeloans.com.au).

Regards,



C2 - Internal Use

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
