



Hi,

We'd like to update you on some important policy updates, effective Monday 9th December, and share details of exciting upcoming enhancements.

Policy Updates

Treatment of Buy-Now-Pay-Later (BNPL) facilities:

- Repayment terms less than 2 months (AfterPay, PayPal Pay in 4) can be allocated to relevant living expenses
- Repayment terms greater than 2 months will be treated as a credit card

New Common Debt Reducer Policy:

- Joint debts and living expenses with a non-applicant spouse can be reduced according to the applicant's percentage of household income (refer 12.1 Common Debt Reducer).

Updated servicing calculator:

We have updated our broker servicing calculator and the latest version is v1.49, which can be found [here](#)

Upcoming enhancements

There are some exciting enhancements coming to your MyState application submission experience. Soon you'll have access to two new features in ApplyOnline:

- **NextGenID:** a digital ID solution that is fully integrated and easy to use for both you and your customer
- **Access Seeker:** an integrated and upfront way to view your customer's credit report (including OneScore, liability details, etc.) prior to submitting an application with us, without leaving a mark on the file.

We'll share more details with you when these features are live in ApplyOnline.

Our SLAs

New applications	2 business days
MIRs & formal approval	+3 business days

Broker NPS
+67.4

MyState NPS
+53.3

"Fantastic experience BDM / Assessors / Settlement everything was great"

Connective, QLD

If you'd like to chat through any of this or discuss any scenarios, please don't hesitate to reach out or visit our [broker site](#) for more information.

Kind regards,

Team MyState



MyStateBank

Important information
Any advice is general only and does not take into account your personal objectives, financial situation or needs and you should consider whether it is appropriate for you. Loan applications are subject to MyState's credit approval criteria. Terms and conditions, fees and charges may apply.

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