

Here's our latest Policy and system updates.



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# In the know.

Stay ahead with the latest updates.



Hi,

Welcome to 2025, we hope you've had a great start to the New Year. We're excited to continue working with you to support customers on their home or investment property journey.

This year, we're continuing our focus on becoming a simpler and stronger bank. To this end, we have some important updates to share with you, including the latest Policy and system changes:



## SYSTEM ENHANCEMENTS



## CHANGES TO CREDIT POLICY



## UPDATES TO APPLYONLINE (AOL)

The following changes will go live on **17 February 2025** (unless otherwise specified).



## SYSTEM ENHANCEMENTS

- Digital Loan Acceptance.
- Loan Offer Letter - Notification email for broker customers.

[Find out more](#)



## UPDATES TO APPLY ONLINE (AOL)

- Positive updates to the Acknowledgements, Confirmation and Consents (ACC) form and the Responsible Lending Requirements & Objectives summary form - Industry Standard.
- AOL data field review.

[Find out more](#)



## CHANGES TO OUR CREDIT POLICY

- Employee (Staff) and Contractor Home Loan Special Package removal from 14 February 2025.
- Total Approved Exposure (TAE) limit increase to \$7.5m.
- Payslip variances.
- Aged income documents.
- Off-the-plan purchases.
- Household Expenditure Measure (HEM) updates.
- Banking Code of Practice (BCoP) important changes.
- Apportioning expense/debts.
- Prestige Property LMI gap.

### **Construction Loans:**

- Credit Policy.
- Providing visibility.
- Builders Commencement Letter.

To read the full details of these Policy changes, see below.

[Find out more](#)



## Your Pre-Settlement Quick Guide

Download our Pre-Settlement Guide for a quick look at using our easy Application Tracker, allowing clients to review and accept Loan Documents anytime, on any device. Access BrokerHub via the [broker website](#) and search "Customer Pre-Settlement" to see Bank of Melbourne's App Tracker FAQs and Quick Reference Guide.

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



Call the Mortgage Central Hotline  
[1300 137 532](tel:1300137532) Mon-Fri (8:30am - 7pm AEDT)



Visit [bankofmelbourne.com.au/broker](https://bankofmelbourne.com.au/broker)

### We appreciate you choosing us.

Your Bank of Melbourne team



**Bank of Melbourne 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.**

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

Visit [Bank of Melbourne 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 Bank of Melbourne's credit criteria, residential lending is not available for non-Australian resident borrowers. More information available at [bankofmelbourne.com.au/broker](http://bankofmelbourne.com.au/broker).

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