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Aggregator Special Notice

Thursday 6 February 2025

After a smooth pilot, we've adopted a new customer onboarding process - with one important "tick" from our brokers.

Customers opening an Everyday Options (EDO) account as part of their home loan application are now receiving an additional call from us to welcome and support them in setting up everyday banking, as long as they've consented to "Allow direct marketing" in their Suncorp Bank application form.

Declarations

Credit Authority Signed:



Allow Direct Marketing:



Allow Third Party Disclosure:



Do you have any Suncorp Bank Business Lending Products?



Our pilot has shown this call makes it easier for customers to set up their VISA debit card, Internet Banking, and app, removing customer confusion.

Why is a 'welcome call' considered direct marketing?

We view Internet Banking as a product, rather than a service, and setting up customers to bank digitally is the purpose of this new welcome call.

You, your brokers and customers can read more under "Your personal information and our marketing practices" on page 3 of our [Lending Privacy Statement here](#).

All customers, regardless of marketing preference, will continue to receive a post-settlement call to discuss their home loan.

We are emailing your brokers today, encouraging them to talk to their customers about marketing options as they relate to our onboarding process.

Having trouble downloading attachments? Ensure your browser settings are configured to download attachments or try a different browser such as Microsoft Edge, Firefox or Safari.



Should you have any enquiries regarding the above changes, please don't hesitate to email us at BrokerPartnershipsOperations@suncorpbank.com.au.

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