

# Important information about your home loan

Now that your home loan has been set up, here's some important information for you to be aware of. Should you have further questions about your home loan, please contact our CustomerCare team on 1300 543 558 or speak to your mortgage broker.

## BPAY® User Guide

### What is BPAY?

BPAY is a centralised electronic service where an individual can make payment of a bill from their bank account using the Internet or telephone. Borrowers can use BPAY to make payments to their home loan.

### Can I pay bills from my loan facility using BPAY?

Bills **cannot be paid** from the loan facility's available redraw funds using BPAY. To do this you can use other methods such as redraw or optional direct debits where these features are available.

### How do we treat BPAY payments on your variable rate loan?

BPAY payments are offset against the standard repayment(s) due within the next calendar month. They must be received at least two business days prior to repayment(s) due date otherwise a payment will be deducted from the nominated bank account.

Borrowers can elect to disregard this procedure and continue repayment deductions from their nominated bank account in addition to any BPAY credit(s) received if required. This must be requested in writing by all parties to the loan, and will remain in effect until revoked in writing.

### Can I make BPAY payments to my fixed interest rate loan?

BPAY payments received during the fixed rate period will be treated as additional repayment(s) only. BPAY payments will not offset standard repayment(s) due. Standard repayment(s) are always due and payable during any fixed rate period on your loan. Payments in excess of \$20,000 will be returned to your nominated bank account or to your facility account. Break costs may apply on additional payments credited to the facility account.

### What happens if my loan is in arrears and I make a BPAY payment?

If a loan is in arrears any BPAY payment made will be applied to the arrears outstanding first.

### How do I set up a BPAY payment?

To set up a BPAY payment you need two numbers:

- 1) **Biller Code:** This is provided to you following settlement. Please refer to your Direct Debit Request Confirmation letter, check StarNet or contact our CustomerCare team for details; and
- 2) **Account/Reference Number:** This is provided to you following settlement. Please refer to your Direct Debit Request Confirmation letter, check StarNet or contact our CustomerCare team for details.  
Note: If there is more than one loan split you will be provided an account reference number for each split.

### When will funds paid by BPAY or Direct Salary and Other Income Credit be available for redraw?

For variable rate loans, all BPAY and Direct Salary and Other Income Credit payments\* are clear funds and are available for redraw<sup>^</sup> once received and processed.\*

For fixed rate loans, additional repayment(s) are available for redraw<sup>^</sup> at expiry of the fixed rate term when the facility account reverts to variable rate.

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## Direct Salary and Other Income Credits User Guide

### What are Direct Salary and Other Income Credits (DSC)?

Direct Salary and Other Income Credits is a feature where a borrower can have their salary (or other payments) credited directly to their loan facility. Borrowers can use DSC to make payments to their loan facility.

### How are Direct Salary and Other Income Credit payments treated on my variable rate loan?

For variable rate loans, DSC payments are offset against the standard repayment(s) due within the next calendar month. They must be received at least two business days prior to repayment(s) due date otherwise a payment will be deducted from the nominated bank account. Where a DSC payment is not received, or the value received is insufficient to cover the amount due, we will automatically debit the borrower's nominated bank account for the amount due.

### Can I make Direct Salary and Other Income Credit payments to my fixed interest rate loan?

DSC payments received during the fixed rate period will be treated as additional repayment(s) only. DSC payments will not offset standard repayment(s) due. Standard repayment(s) are always due and payable during the fixed rate term. Payments in excess of \$20,000 will be returned to your nominated bank account. Break costs may apply on additional payments credited to the facility account.

### What happens if my loan is in arrears and I make a Direct Salary and Other Income Credit payment?

If a loan is in arrears any DSC payment made will be applied to the arrears outstanding first.

### How do I set up Direct Salary and Other Income Credit?

You will need to provide your employer (or the institution/party making the payment) with the BSB and account number for your loan to enable them to credit funds directly to your loan account.

Your BSB and account number for each loan would have been advised to you in your Direct Debit Request Confirmation letter that was issued to you following settlement. These details can also be found on StarNet or call our CustomerCare team.

Care should be taken when quoting the account number to other parties. No responsibility will be taken for any loss as a result of monies being credited to an incorrect loan.

<sup>^</sup> Redraw subject to loan terms and conditions.

\*Any extra funds deposited to your account will offset against your standard repayment for 1 calendar month unless you nominate otherwise. For more information, or to switch this setting off, contact Customer Care on 1300 543 558.