

# MyNews

Broker update

MyStateBank 

Hi FNAME,

We have some exciting and important updates to share. Please ensure you read the details and if you have any questions, please reach out to your BDM.

## **Our new mobile and banking app;**

- We are very proud and excited to share that today, customers have a brand new and improved mobile app and internet banking experience with us. This has been months in the making and we are excited to offer this to all MyState customers.
- The new app and internet banking platforms will deliver an Easier, Friendlier, Better experience and you can find out more via [our website](#). Customers are required to download a new app from their Store in order to upgrade their mobile app experience.

## Pre-approval home loan applications;

- From today, loan applications without an executed Contract of Sale (COS) will not be fully assessed (this includes Home Guarantee Scheme (HGS) applications).
- We will conduct an initial review of applicants' credit profiles to ensure they align with our credit risk criteria. You will receive an email confirming this assessment.
- For HGS applications, scheme spots will be reserved once this check has been completed.
- As soon as a property is found, please provide us with the COS and we will finalise full assessment within our new application SLAs.
- This change applies to all pre-approval applications currently in the pipeline.

## Application submissions;

- We recently shared that we had improved our submission process where our loan application form can now be digitally signed by brokers and customers. The application form is generated from ApplyOnline and signed via DocuSign.
- Please be advised that all applications must be electronically signed - manually signed application forms will no longer be accepted.

As always, don't hesitate to reach for any support or questions you may have.

Kind regards,

**Team MyState**

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