



IMPORTANT: Bluestone Update to Interest Rates and Credit Policy

We want to inform you about several immediate changes to Bluestone's interest rates and credit policy. We are all facing unprecedented events in Australia and around the world as a result of the COVID-19 pandemic. We are monitoring and managing the situation in real-time to ensure we continue to look after our staff and our customers.



Bluestone is increasing interest rates and updating its credit policy.

Our decisions on interest rates and credit policy are not taken lightly and reflect an increase to wholesale funding costs, the changing market environment, and our requirement to continue being responsible when assessing borrowers. Below is the full list of changes:

Interest rates

- Interest rates across all products and LVR tiers will increase by 0.35%.
- A loading of 0.50% will apply to all investment loans.
- 0.10% discount will no longer apply to fixed rate loans.

These changes apply to new customers only and do not impact existing customers.

Download the latest Product Matrix below to find out about the new rates.

[Product Matrix](#)

Maximum LVR

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- A maximum LVR of 80% will now apply to all principal & interest loans.
 - A maximum LVR of 75% will now apply to all interest only loans.


Cash out

Cash disbursed directly to the borrower or a related party is now restricted to a maximum of \$30,000. Because of this we have temporarily withdrawn the Line of Credit product.

There's no change to policy where Bluestone controls the disbursement of funds.

Acceptable industries

We have temporarily suspended lending to borrowers working in the following industries that are highly impacted by the COVID-19 pandemic - tourism, hospitality, entertainment, and retail.



Acceptable income

We have temporarily suspended the use of several income types in our serviceability calculations, including income derived from shares and dividends, holiday rentals, short term accommodation, overtime, commissions and bonuses.

Borrowers who work in essential services, including Ambulance, Fire & Rescue, Emergency Services, Health, Corrections and Police are exempt from this particular policy change.

Upfront valuations

Due to the current environment, we have temporarily suspended upfront valuations. For the foreseeable future, we will order all valuations once conditional approval is issued.



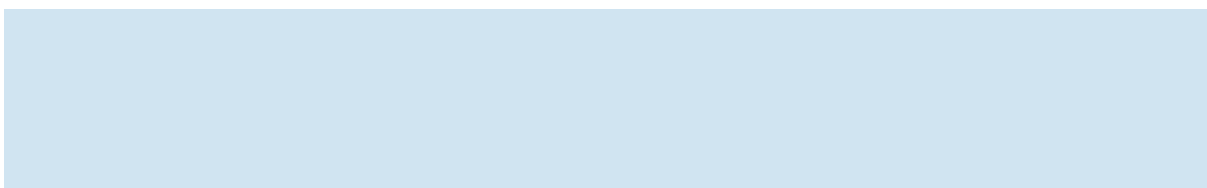
With concerns growing about the safety of face-to-face identity verification, we have now enabled remote VOIs via **IDyou**.

In case you're unfamiliar; IDyou by MSA allows mortgage brokers to perform a secure VOI remotely, from anywhere.

The run-down on IDyou:

- It's an app that has inbuilt video call functionality to support the remote verification of identity.
- It allows you to verify your client face-to-face via video call.
- The IDyou report is sent to the lender and used as evidence that a video call took place.

Take a look at this short video illustrating exactly how the process works.





If you don't have the IDyou app downloaded on your smartphone, simply click below to download it.

[App Store](#)

[Google Play](#)

If you're having trouble:

- Check out the **Remote User Guide** for brokers and customers [here](#).
- Read the **FAQs** [here](#).
- Visit the **website** for more information [here](#).



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Bluestone.

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