



December 2021 Portfolio Notification

There are two opportunities during the year that the customer statements can be used as a means to communicate to your whole portfolio, June and December. It is during these months that a statement is generated for every loan account type, therefore reaching every customer.

What we do

The Bank traditionally uses the statements to communicate changes to fees, changes to terms and conditions or provide required regulatory information.

What you may do

We invite you to take advantage of this cost effective means of communication, you may consider:

- your own regulatory communication requirements
- marketing messages

The communication space available to be utilised on the customers' statement is:

- statement inserts "Print On the Fly", which will print as an additional full A4 page
- statement messages which are text only and appear on the last page

If you are considering taking advantage of one of the above marketing options please let us know as soon as possible by emailing partnersupport@adelaidebank.com.au

Further information and specifications are attached for your convenience.

If you are considering any fee changes please contact us directly.

We require your completed inclusions by close of business **Friday 24 September 2021**.

As we will be unable to accommodate any requests after this date, we ask that you consider any required changes now so the opportunity to communicate to your customers is not missed.

Regards,

Cosi Lanzoni
Senior Manager Strategic Partners



Connective Select

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Bendigo and Adelaide Bank Limited ABN 11 068 049 178
