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Hi,

At Bank of Melbourne, your business and clients are important to us, so we want to make sure you're up to date with the latest information. Please take a few moments to catch up with what matters in this edition, including:

- Work faster and simpler with FASTRefi.
- Quick guide to enquiry calls.
- Responsible Lending conversation summary.

Updates and reminders

All you need to know about FASTRefi

FASTRefi is a streamlined refinancing solution that allows a customer to gain access to their new loan in days, rather than weeks after signing the loan documents.

Further information can be found via new FASTRefi FAQs on BrokerHub and the [new FASTRefi customer flyer](#) in [Learning Lab](#).

[Find out more](#)

Call guide for pre- and post-approval enquiries

Your quick guide to choosing the correct channel to contact us for pre- and post-approval enquiries to help provide correct and timely information for your customers.

[Find out more](#)

Lending Conversation Summary

We recently introduced the new 'Responsible Lending Conversation Summary' document which is issued as part of a customers' Loan Documentation Pack. Customers need to read and return this summary with their signed documents.

[Find out more](#)

For further information, please visit the [broker website](#) or speak to your BDM.

You've got questions? We've got time to talk.



Call the Mortgage Central Hotline
[1300 137 532](tel:1300137532) Mon-Fri 8:30am - 7pm AEST



Visit bankofmelbourne.com.au/brokers

We appreciate you choosing us.

Your Bank of Melbourne team



The details:

Credit criteria, fees and charges apply. Terms & conditions available at bankofmelbourne.com.au/brokers. Based on Bank of Melbourne's credit criteria, residential lending is not available for Non-Australian resident borrowers.

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