



Welcoming your customer

From pre settlement to post settlement and beyond, your customers are in great hands with Australia's most trusted bank[^].

Here's what they can expect as a valued Bendigo Bank customer;

Welcome emails

Once the contract is signed and returned, we'll welcome your customers to Bendigo Bank.

We'll let them know how to access their offset accounts, how to register for e-banking and how to use their mobile wallet while they wait for their cards to arrive.



Settlement

Your customer's home loan account is now active.

We'll confirm this good news to your customers in writing.



Welcome call

We'll get in touch with your customers within 4 days of settlement.

We'll make sure they're settling in and understand the products and services available to them.

We'll take care of your customers from here

We're proud to support your customers with competitive products and great experiences from one of Australia's biggest banks;

- Access to the Bendigo Bank app and digital wallet, with optional Debit Mastercard[®] available on each offset account*
- Access to instant payments via OSKO and PayID. BPAY, direct deposit and direct debits are also available
- Access to digital self-service options, including online account opening and maintenance
- Add or remove offset facilities without changing the home loan product**

Our experienced and dedicated team are ready assist with additional lending, including loan variations and increases.

And of course, your customers can contact our Australian customer service team on 1300 236 344 between Monday to Friday 8am to 8pm and weekends and public holidays 9am to 4pm (CST).

*Flex Home Loan only **Up to 6 offset accounts. One \$15 monthly service fee covers up to 6 accounts. Flex Home Loan only. [^]Roy Morgan Most Trusted Brand Awards 2023. Mastercard[®] a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. This document is to be used as a guide only, is intended for broker use only and is not to be distributed to customers. Please contact your Business Development Manager for specific information. This guide is subject to change without notice. Bendigo and Adelaide Bank Limited ABN 11 068 049 178 Australian Credit Licence 237879. (1781326-1935419 v.1) (11/23)