

# Advantage Business Announcement

## Customer FAQs

### About Advantage

#### Who is Advantage?

Advantage is a wholesale funder and distributor of white label home loans which are available through an extensive network of mortgage brokers in Australia.

If your home loan is one of the following, then it is funded by Advantage:

- AFG Home Loans Edge
- Astute Simplicity Home Loans
- Connective Essentials
- Go Edge
- Myloan Elect
- LJ Hooker Home Loans Connect
- Resi Select
- Mortgage Choice SmartSelect Home Loans
- Yellow Brick Road Select
- realestate.com.au Home Loan
- Bluegum Home Loans

Advantage also funds Mortgage Manager home loans, which are made available under each Mortgage Manager's own brand. Note that Advantage no longer offers new Mortgage Manager loans, however customers can still request variations to their existing home loan.

### About the announcement

#### What is the Advantage business announcement?

On 11 June 2025, NAB announced that it will close the Advantage business and transition Advantage customers to NAB.

From this date, NAB will replace AFSH Nominees as the credit provider for Advantage home loans. AFSH Nominees will act as an agent and credit representative of NAB until the transition is completed.

This means AFSH Nominees will continue to be referenced in transactions (e.g. redraws into your nominated bank account).

All Advantage home loans will be transitioned to a NAB branded home loan in 2026.

#### Why is NAB closing the Advantage Business and transition home loans to NAB?

At NAB, we're committed to becoming the most customer-centric company in Australia and New Zealand. When it comes to purchasing a home, this means delivering a home loan experience that is simple, fast and convenient.

The move to NAB will allow customers access to functionality not currently available through Advantage. Customers will benefit from greater flexibility and additional features, including access to up to 10 offset accounts, transactional banking and broad functionality within the NAB App.

As the underlying Principal Credit Provider of your Advantage home loan, NAB can ensure the transition is simple; without the need to recontract or refinance.

<b>What does it mean that NAB is now the Principal Credit Provider?</b>	<p>Advantage loans are funded by NAB under an undisclosed principal and agency arrangement. This means, NAB has been the underlying principal Credit Provider for Advantage home loans.</p> <p>NAB has decided to close the Advantage business and has replaced AFSH as the credit provider as detailed in our announcement.</p> <p>It also means NAB can make the process of moving your Advantage home loan to a NAB branded product simple, without the need to recontract or refinance.</p>
<b>Why am I now covered by NAB's privacy policy?</b>	You are now covered by NAB's privacy policy because NAB is the Primary Credit Provider of your home loan. To view NAB's privacy policy go to <a href="http://www.nab.com.au/privacy">www.nab.com.au/privacy</a> .
<b>Communications</b>	
<b>How was I notified about this?</b>	A <a href="#">letter (PDF 417 KB)</a> outlining the changes with a copy of the Advantage Credit Guide and the NAB Credit Guide was mailed to you in June 2025.
<b>How do I get a copy of the letter?</b>	The letter was mailed to you in June 2025. If you did not receive it, you can request a copy of the letter by contacting Advantage Customer Care on 1300 300 989 or by emailing <a href="mailto:customercare@advantage.com.au">customercare@advantage.com.au</a>
<b>Why did I receive a copy of both the Advantage Credit Guide and the NAB Credit Guide with my letter?</b>	<p>You received a copy of the NAB Credit Guide because NAB is now disclosed as the Principal Credit Provider for your Advantage home loan.</p> <p>You also received the Advantage Credit Guide because this has been updated to reflect that AFSH Nominees will now act as the agent and credit representative for NAB, this allows them to continue to collect payments on NAB's behalf.</p>
<b>Moving Advantage home loans to NAB</b>	
<b>When will my loan move to NAB?</b>	All Advantage home loans will be moved to NAB branded home loans in 2026. We will continue to keep you updated as we confirm the exact date.
<b>Can I move to a NAB home loan now?</b>	If your requirements for a home loan have changed, we recommend you speak to your Broker or Mortgage Manager to guide you on what's best for you.
<b>I don't want to move to a NAB home loan. What can I do about this?</b>	If your requirements for a home loan have changed, we recommend you speak to your Broker or Mortgage Manager to guide you on what's best for you.
<b>How do I find out more about home loans moving to NAB?</b>	<p>We will regularly update the Advantage website with details of NAB's exit of the Advantage business and transition of its customers to a NAB home loan.</p> <p>We'll also directly communicate to you each time we need to tell you something important. In the meantime, you should refer to your Broker for any questions you have.</p>
<b>Servicing existing home loans</b>	
<b>Can I still make changes to my home loan?</b>	<p>Yes. All Advantage servicing requests will be processed until your home loan is moved to a NAB branded loan.</p> <p>Once transitioned in 2026, Advantage will no longer accept servicing requests, and they will need to be applied for and processed through NAB.</p> <p>We will provide you more information on this closer to the transition in 2026.</p>
<b>Have my home loan details changed?</b>	No. Customer BSB and account number, loan balance, interest rate, repayments, fees and charges will remain the same.

	If there are any future changes required as part of the transition to NAB, we will let you know closer to the time and be here to support you.
<b>Will StarNet remain available?</b>	Yes. You will be able to continue using StarNet until further notice.
<b>Can I still vary my existing home loan?</b>	<p>Yes, we will continue to accept and process changes to your existing lending</p> <p>As we approach the migration of your home loan to a NAB branded home loan in 2026, there will be a date where Advantedge will no longer accept variation requests, and they will need to be applied for and processed through NAB.</p> <p>We will provide you more information on this closer to the migration.</p>
<b>Will you continue to pay construction progress payments?</b>	<p>There is currently no change to the way construction payments are paid and received.</p> <p>This may change when your construction home loan is transitioned to NAB. If this is the case, we will let you know with plenty of notice and support you to ensure minimal disruption to your construction progress payments.</p>
<b>Can I still access redraw?</b>	Yes, there is currently no change to how you access redraw funds.
<b>Home loan applications during announcement</b>	
<b>My home loan settlement date was on 11 June. Did this change have any effect on my settlement?</b>	No, there was no impact to your settlement, we'll send you a NAB branded Credit Guide and a copy of the communication to advise of the announcement. Your home loan settled under AFSH Nominees as the mortgagee.
<b>I was issued documents and signed them before 12 June. Will this change have any effect on my upcoming settlement?</b>	No, there will be no impact on your settlement, we'll send you a NAB branded Credit Guide and a copy of the announcement communication with your loan documents at settlement. Your home loan will settle under AFSH Nominees as the mortgagee.
<b>I was issued documents before 12 June and I have not yet signed them. What will happen?</b>	<p>All existing documents that were previously issued will be cancelled and reissued for signing. If documents were part signed (due to multiple parties on the application), they will also be cancelled and reissued on 12 June.</p> <p>Your home loan will settle with NAB as the registered mortgagee. In your loan pack, you'll receive a:</p> <ul style="list-style-type: none"> <li>• NAB Credit Guide</li> <li>• NAB branded Mortgage of Common Provisions</li> </ul> <p>Your Broker will provide you with a copy of the communication to advise of the change. You will also receive <a href="#">this</a> communication with your loan documents when you settle. If you did not receive a copy of the letter, contact Advantedge Customer Care on 1300 300 989 or <a href="mailto:customercare@advantedge.com.au">customercare@advantedge.com.au</a></p>
<b>Home loan applications after announcement</b>	
<b>Why is my new home loan registered under NAB as the mortgagee?</b>	From 11 June, NAB will replace AFSH Nominees as the Principal Credit Provider for Advantedge home loans. AFSH Nominees will act as an agent and credit representative of NAB until the transition is completed.
<b>How do I know if NAB is the registered mortgagee for my home loan?</b>	<p>You can tell if NAB is the registered mortgagee for your home loan as you would have been issued with a NAB branded Mortgage of Common Provisions document. Most home loans that settled after NAB made the announcement on 11 June will be written with NAB as the mortgagee.</p> <p>NAB must be nominated as the mortgagee to your insurance provider.</p>

## Supporting home loan applications

**Do I need to update my building insurance provider about the change to NAB?**

At this stage, you do not need to update your Building Insurance Policy to nominate NAB as the mortgagee. It must remain as AFSH Nominees.

However, if your home loan recently settled with NAB as the mortgagee or lender of record, NAB must be nominated as the mortgagee to your insurance provider.

**I want to apply for the First Home Owner Grant. Who is now the financial institution?**

When completing a First Home Owner Grant application, you should provide the name "AFSH Nominees".