

**IT'S TIME FOR A
CHANGE.....**



YOUR LOAN ACCOUNT IS BEING REBRANDED

Due to a change in structure of the Iden Loan Services company, your home loan will be changing to a new brand from 1 June 2017 - **BETTER CHOICE HOME LOANS PTY LTD.**

We feel this new brand is a better representation of our business and the promise to you as our valued customer - providing you with a **BETTER CHOICE** when it comes to your home loan. Your loan will also be managed by the same team and we are still offering the personalised service you have previously experienced, only now under the **BETTER CHOICE** brand.



Better Choice
Make a Better Choice

FAQ'S

Will my loan be impacted in any way?

No. Your account number and any existing direct debit authorities to repay your loan are not affected.

What if I have a cheque/deposit book, VISA Card or Third Party direct debits linked to my loan?

If you have taken up any of these loan features, there will be no impact as a result of this change, please continue to use these loan features as you normally would. However, if you have a VISA card you will be issued with a new Better Choice branded card once your existing card has expired.

How will this affect my internet banking?

If you previously accessed internet banking via www.iden.com.au, you will now need to go directly to the Better Choice website www.betterchoice.com.au to access your account online. You will need to use the same internet banking login details previously issued to you.

IMPORTANT - OUR CONTACT DETAILS HAVE CHANGED

Please make a note of the following contact details for **BETTER CHOICE** should you need to get in contact with us to discuss any of the above:

P 1300 334 336 **F** 1300 434 336
A PO Box 10450, Southport QLD 4215
E info@betterchoice.com.au
W betterchoice.com.au