



To prepare for the launch of our new Virgin Money home loan experience, we've made the decision to pause new home loan acquisitions in our Broker channel from **Friday, 1 September 2023**.

All existing Virgin Money home loan customers will continue to be supported, including if they have additional borrowing need.

If brokers have any enquiries or questions, please can contact us at [broker@virginmoney.com.au](mailto:broker@virginmoney.com.au) and our desk-based consultant will assist you.

	Phone Number	Email
Main contact for Broker support & all enquires		<a href="mailto:broker@virginmoney.com.au">broker@virginmoney.com.au</a>
Accreditations (maintenance)		<a href="mailto:broker.accreditations@boq.com.au">broker.accreditations@boq.com.au</a>
Deals in progress	1300 913 080 – Option 1	<a href="mailto:Brokerunit@virginmoney.com.au">Brokerunit@virginmoney.com.au</a>
Deals in progress – Unconditional to Settlement	1300 913 080 – Option 2	<a href="mailto:Brokersupport@virginmoney.com.au">Brokersupport@virginmoney.com.au</a>
Post Settlement/Releases	13 81 51 – Option 1 then 5	<a href="mailto:Support@virginmoney.com.au">Support@virginmoney.com.au</a>
Fixed Maturities & Rate Reviews	13 81 51 – Option 2 & 3 Or BDM contact	<a href="mailto:Support@virginmoney.com.au">Support@virginmoney.com.au</a> <a href="mailto:Broker@virginmoney.com.au">Broker@virginmoney.com.au</a>
Progress Payments	13 81 51 – Option 4	<a href="mailto:Progresspayments@virginmoney.com.au">Progresspayments@virginmoney.com.au</a>
VMA Compliments, Suggestions & Complaints		<a href="mailto:service@virginmoney.com.au">service@virginmoney.com.au</a>
VMA Hardship/Customer Assistance Team	1800 701 997	<a href="mailto:customerassistanceteam@virginmoney.com.au">customerassistanceteam@virginmoney.com.au</a>
Original Mortgage Documents to be mailed to		Virgin Money GPO Box 898 (Level 4) Brisbane, 4001