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COVID-19 AND ARREARS REPORTING - a notification to all SMHL stakeholders

ME HAS IMPLEMENTED A RANGE OF SUPPORT MEASURES FOR COVID-19 IMPACTED CUSTOMERS

ME's priority throughout the COVID-19 pandemic has been to work closely with our customers and other stakeholders.

A range of COVID-19 support measures were implemented to assist our customers in need, including COVID-19 repayment deferrals. At the end of a repayment deferral customers can, based on their circumstances, resume payments, request a payment arrangement which can include a loan restructure or request Financial Hardship Assistance.

Further details are available in the COVID-19 Response Measure FAQ published on ME's investor website ([link](#)).

REPAYMENT DEFERRALS NOT CONSIDERED ARREARS; LOAN RESTRUCTURES NOT CONSIDERED DEFAULT

Consistent with APRA and RBA guidance, a loan will not be considered as being in arrears where customers have been meeting their repayment obligations prior to COVID-19 hardship but request a repayment deferral as part of a COVID-19 support package. Equally, a COVID-19 impacted loan that is restructured as part of a payment arrangement will not be considered in default.

AMENDMENT AND RESTATEMENT OF PUBLISHED INVESTOR REPORTS

Certain COVID-19 impacted loans were captured in the arrears information provided in investor reports published between May and August.

To improve the disclosure, the relevant investor reports will be amended and restated on this basis to include the adjustment. They will be made available shortly on ME's investor website ([link](#)). Copies can also be requested from our Investor Relations team.

RECONCILIATION OF LOANS FOR WHICH REPAYMENT DEFERRAL HAS ENDED

ME is undertaking a reconciliation process for loans for which the repayment deferral period has ended. To ensure the customer is not placed in an incorrect arrears position, the repayment deferral status of these loans is retained until reconciliation is complete.

The reconciliation process is detailed and thorough and may not be completed prior to publication of each periodic investor report. As such, the investor report may need to be retrospectively amended after reconciliation to reflect a change in the reported arrears and COVID-19 repayment deferral information.

ME will publish an updated investor report on ME's investor website ([link](#)) when it becomes aware of material changes to previously reported information. Copies can also be requested from our Investor Relations team.

WE APPRECIATE THE SUPPORT OF STAKEHOLDERS AND PARTNERS

We appreciate your continued support as we are working hard to support all Australians in need.

Should you wish to discuss this matter or any other item relating to your partnership with ME, please feel free to contact your ME contact or reach out to ME's Investor Relations team at ME.InvestorReporting@mebank.com.au.

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