

Our BSB number has changed – update your details now to 636-380



You'll need to update your BSB number to keep making and receiving payments without interruption.

Dear Sir / Madam,

We recently informed you of an exciting upgrade to our payments platform and capabilities at Origin Mortgage Management Services. As part of this evolution, our BSB number has now changed.

If you have not already*, you need to start using our new BSB number to continue making and receiving all payments.

Here is a summary of what is changing and how it will impact you



Our BSB number has changed from 702-746 to 636-380

Please start using this new BSB number immediately for all affected payments. Your account number will stay the same, only the BSB is changing.



How will my accounts be impacted?

From 30 November 2025 the old BSB number will stop working, which may result in:

- Payments sent to the old BSB bouncing back to the sender
- Direct debits failing, and the service provider charging you a missed payment fee

**Please disregard this message if you have already updated your BSB details.*

To avoid any disruption to your payments, please update the BSB number with anyone who sends money to your account, or who may directly debit your account. This may include payments to you from your employer, government services, or direct debit providers/retailers.

Below are some examples of the payments that could be affected:

Direct credits

Money coming into your account, like:

- Your salary or pay,
- Centrelink, DVA, or Medicare rebates/payments,
- Rental income or investment income such as dividends

Direct debits

Money going out of your account, like:

- Subscriptions (Netflix, gym memberships)
- Insurance (car, health, life, home)
- Utility bills (electricity, water, council rates)



Good to know

If you have instructed us to take money from an account with another institution to make loan repayments, or you are sending money out from your Origin Mortgage Management Services account to another account, these payments will not be impacted.

Want to know which payments are affected?

Here's how you can find your list of affected payments using our Origin Mortgage Management Services internet or mobile access. Use this list to help identify which companies you may need to update your BSB number with so that your payments are not interrupted.



In the <https://online.originmms.com.au/ib/Origin> internet access:

1. Once you log in, click the "**View Documents**" link on the left-hand menu underneath "**Useful Links**".
2. Select "**Change of BSB: Important Information and Affected Payments**" and download the list.
3. Review potentially affected payments and contact affected parties.



In the Origin Mortgage Management Services mobile access:

1. Once you log in, click the ≡ **menu icon** on the top left of your screen, to bring up the side menu.
2. Then select "**Documents**" from the menu.
3. Select "**Change of BSB: Important Information and Affected Payments**" and download the list.
4. Review potentially affected payments and contact affected parties.

Important to know

Please note there may be additional payments not on the list, so we recommend you double check with anyone who sends you money or debits your account.

Here's a checklist to help you stay on top of the change



Update your salary or income deposits

If you get paid directly into your Origin Mortgage Management Services account, make sure to give your employer your new BSB 636-380 to ensure your pay doesn't get interrupted.



Update your account details with Services Australia

If you receive Medicare rebates, Centrelink, or Department of Veterans' Affairs payments directly into your account, update your new BSB with Services Australia to avoid any missed payments.



Update any direct debits

If you have set up bills to be paid from this account, like insurance or subscriptions, you will need to update your new BSB 636-380 with those providers.



Update saved account details elsewhere

If you have saved your BSB and Account details with another bank, or with payment services like PayPal, make sure you update your saved details with your new BSB number 636-380.



Let others know your new details

If any family members, friends, or other third-party providers pay you, remember to give them your new BSB number 636-380 to avoid missed or returned payments.

We're here to help

For more information to help you get ready for these changes, **[click this link to visit our Frequently Asked Questions guide](#)**.

Loans with guarantor arrangements

This update has been sent to the primary borrower and all guarantors (if

applicable) linked to your loan or finance. It is the primary borrower's responsibility to ensure these BSB details are updated.

Yours sincerely,
Origin Mortgage Management

Important Update

This is a service message regarding your existing product(s) with Origin Mortgage Management Services. These messages are sent to keep you informed about important updates or changes to your loan.

Please note that as these communications relate to the servicing of your loan, you are unable to unsubscribe from them. Please do not reply to this email, to contact us please refer to the details in the body of this email.

This email and any attachments are confidential and intended solely for the named recipient. If you have received this message in error, please do not read, copy, or share its contents. Kindly delete it in full and notify the sender immediately.

To contact us, please visit our website www.originmms.com.au

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