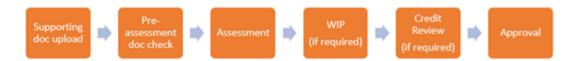
Bankwest Service Levels



As at **Tuesday 18th October 2022**, Bankwest is taking the following times to process an application. Please note that these times are subject to change throughout the week.

Less time to yes!

From PLAN NSW with application submission, loan approval, documents issued and digitally signed and returned from the customer within 3 business days.

	Application Stage	Current Service Levels					
Supporting documents upload	4 hours						
Assessment							
PAYG	PAYG ≤80% LVR	2 business days					
Includes: Pre-assessment document check *	PAYG >80% LVR	2 business days					
Self-employed Includes: Pre-assessment document check *	Self-employed ≤80% LVR	2 business days					
	Self-employed >80% LVR	2 business days					
Retail Credit Decisioning	+1 business day						
WIP (work in progress)**	1 business day						
Fulfillment							
Examinations	2 business days						
FHOG	2 business days						
Progress Payments	2 business days						
Settlement Disbursals	1 business day						

Non-settlement Disbursals	1 business day				
Home Loan Transfers (HLTs)					
Repricing	1 business day				
Product Transfer	1 business day				
Splits/Combines/Restructure/Guarantor	1 business day				

^{*}Pre-assessment document check: Initial review of documents. If key documents are not held, the application will be pended and will not commence assessment until provided.

Escalations:

Escalations can be requested within the following timeframes by contacting Mortgage Support on 1300130881 option 1+1 or via online broker chat:

- Finance due within 3 business days for PAYG and Self-employed deals.
- Settlement due within 5 business days.

Escalations received earlier than the above timeframes will not be accepted.

What next:

- Refer to the <u>Application Submission Checklist</u> for document requirements.
- Use the most recent version of the <u>Identity Verification and Privacy Consent</u>
 <u>Form</u> for all lending applications.

Important: Service levels are accurate at the time of issuing and are subject to daily change. For time-sensitive deals, contact your BDM prior to submission to ensure approval timeframes can be met.

Important things you should know: This email has been authorised by Bankwest, a division of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL/Australian credit licence 234945 of 300 Murray Street Perth, Western Australia. Digital Security Information. At Bankwest we aim to ensure our customers are cyber safe. To help you keep your bank accounts and personal information secure please be aware Bankwest will never ask for your PIN, PAN or password via email or SMS. Nor will we ask you to log directly into your online bank accounts from a link in an email or SMS. You can find more security information at www.bankwest.com.au/security-centre. If you receive an email requesting this information, please forward the email to Bankwest and delete the email. You can report suspicious emails to abuse@security.bankwest.com.au

^{**}WIP: Re-commencement of assessment once outstanding items requested on More Info letter are received, receipt of valuation or LMI approval.