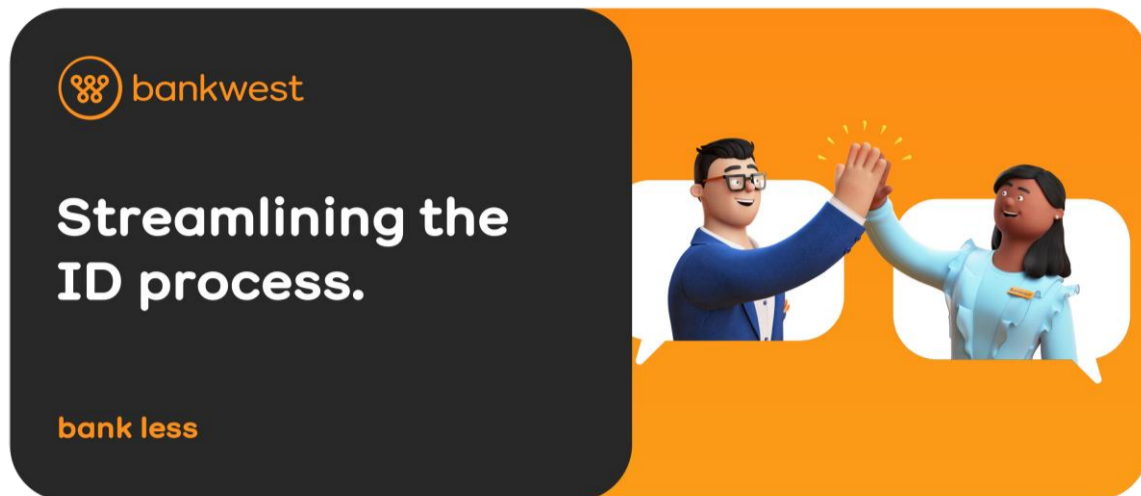


This email is intended for broker use only

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No images? [view in browser](#).



Changes to ID process:

- Refreshed version of our Identity Verification and Privacy Consent Form (IVPC)
- Streamlining the process

*This message has been sent to aggregators only, is for information purposes and **is not to be distributed to brokers**. A Market Update will be sent to all individual brokers.*

The refreshed version of the IVPC form is attached. Please make the appropriate updates to your systems to take effect **from tomorrow Thursday 24 June 2022** if required.

If you have any questions you are welcome to reply to this email. If brokers require assistance, please refer them to their Bankwest BDM.

Making Home Loan identification easier for everyone

We know a simple and easy home loan application process is important to you and your customers. We have listened to your feedback, and we are pleased to let you know we've made some improvements to our identification process.

Key Identification changes:

- ✓ A refreshed Identity Verification and Privacy Consent Form (IVPC) which will give customers a simple way to enter their details including requesting electronic identification (eID)
- ✓ A clear list of what documents are required for either face to face or eID
- ✓ A simpler attestation for you to confirm how you met with your customers
- ✓ Removal of selfie requirements for eID.

Access Seeker consent

We've streamlined the application process even further by adding the option for customers to provide Access Seeker consent.

If your customer provides consent, it means we can release specific details of undisclosed debts to you without breaching privacy. It also allows our colleagues to be more transparent with you in conversations and correspondence, helping to move the application along quicker.

Please use the new form, available in ApplyOnline or the [Bankwest Broker Portal](#), to ensure your customers benefit from these advancements. As always, get in touch if you have any questions about these changes.

Less like the rest.

We're honoured to be recognised as AMA's 2022 Bank of the Year... once again.

[Find out more](#)



 [bankwest.com.au](https://www.bankwest.com.au)



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. Target Market Determinations are available [here](#).

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Test email