bankwest

Weekly service level update.

| Supporting doc upload | Pre-assessment doc check | Assessment | WIP (if required) | Credit review (if required) | Approval |

As at **Monday 13th February 2023**, Bankwest is taking the following times to process an application. Please note that these times are subject to change throughout the week.

Application Stage	Current Service Levels
DocBox upload*	Immediate
Supporting documents email upload	4 hours
Pre-assessment document check **	1 business day
Assessment	
PAYG ≤80% LVR	1 business day
PAYG >80% LVR	1 business day
Sole Trader & Partnership	1 business day
Company & Trust	1 business day
Multiple Entities	2 business days
Retail Credit Decisioning	1 business day
WIP (work in progress)***	1 business day
Fulfillment	
Examinations	1 business day
FHOG	2 business days
Progress Payments	1 business day
Settlement Disbursals	1 business day
Non-settlement Disbursals	1 business day
Home Loan Transfers (HLTs)	
Repricing	2 business days
Product Transfer	1 business day
Splits/Combines/Restructure/Guarantor	1 business day

*DocBox upload: More secure than emails, DocBox provides a safe and easy way to upload your supporting documents **instantly** to your application. Use DocBox for submission and responding to More Information requests. Refer to DocBox Guide for info.*

**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.*

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

"Application from VOW NSW, application submission to settlement in just 5 business days"

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 Sole Trader, or 5 business days for all other 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 [Application Submission Checklist](#) for document requirements.

- Provide the most recent version of [the Identity Verification and Privacy Consent Form](#) for all lending applications.

- Use the most recent version of the [Serviceability Calculator](#).