



## Weekly service level update.



As at Tuesday 11<sup>th</sup> April 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
<a href="#">DocBox</a> upload*	Immediate
Supporting documents email upload	4 hours
Pre-assessment document check **	1 business day
<b>Assessment</b>	
PAYG ≤80% LVR	2 business days
PAYG >80% LVR	2 business days
Sole Trader & Partnership	4 business days
Company & Trust	4 business days
Multiple Entities	4 business days
Retail Credit Decisioning	1 business day
WIP (work in progress)***	1 business day
<b>Fulfillment</b>	
Examinations	1 business day
FHOG	2 business days
Progress Payments	1 business day
Settlement Disbursals	1 business day
Non-settlement Disbursals	1 business day
<b>Home Loan Transfers (HLTs)</b>	
Repricing	2 business days
Product Transfer	2 business days
Splits/Combines/Restructure/Guarantor	2 business days

**\*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.

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](#).

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.

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



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