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BROKER MATTERS

What's new and
important to know

For the latest rates, offers and access to your BrokerHub.

[Visit your broker site](#)

Hi. We're constantly looking for ways to help you and your customers. Here are some helpful reminders on some of our latest changes:

- Password reset on BrokerHub.
- Improved application tracking and document visibility on BrokerHub.
- Changes to Credit Policy.

Helpful Reminders.

Password Reset on BrokerHub.

You can now reset your BrokerHub password online instead of emailing us.

Once you have selected to reset your password, you'll need to successfully answer a set of security questions (must get 4 out of 6 questions correct), once completed you will be able to choose your new password.

Remember to always keep your security questions up to date. You can find these under 'Profile' > 'Security Questions'.

If you have been locked out due to multiple unsuccessful login attempts, you will need to email us to reset your password.

Improved application tracking and document visibility on BrokerHub.

We've updated BrokerHub to provide improved visibility of application statuses and progress. You'll now receive real time activity updates as your application progresses through our origination system.

We have also enhanced how you view and access documents on BrokerHub, including a new indicator for when a document must be signed by your customer and returned to us.

Changes to Credit Policy.

We've also recently made changes to our Credit Policy, including:


- Streamlined Refinance – policy exception for eligible customers.
- Rental income and expense changes to help property investors.
- Updated Exit Strategy requirements.
- Change to how we evidence Australian citizenship.
- Update to HEM.
- New customer credit enquiry declaration.

Please note, ApplyOnline has been updated to reflect these changes. You can also find our latest Broker Serviceability Calculator on BrokerHub.

[Find out more](#)

We're here to help.

 westpac.com.au/brokers

 [1300 130 928](tel:1300130928)
(8:30am - 7:00pm AEST)

Accessibility support.

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register here: <https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service>

Visit [Westpac Access and Inclusion](#) for further information on our accessible products and services for people with disability.

Westpac acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their elders, past, present and future.



Things you should know

Conditions, credit criteria, fees and charges apply. Based on Westpac's credit criteria, residential lending is not available for Non-Australian resident borrowers. More information available at westpac.com.au/brokers.

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