

Changes to our LMI Waiver Policies and more.



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BROKER BRIEF

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direct to your inbox.

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Hi, we're constantly looking for ways to help you and your customers. Stay up to date with the latest information to help your business and customers, including:

- Changes to Credit Policy.
- New CCR Pre-fill feature on ApplyOnline.

Important matters.

From **3 July 2023**, (unless specifically noted otherwise), the following changes will apply for new and existing customers and new applications, including applications for an increase to an existing loan or any servicing/variation activity requiring a serviceability assessment.

Changes to Credit Policy:

- Brokers welcome to offer Westpac Group Employees staff LMI Waiver Policy.
- We've included eligible temporary visa holders for our LMI Waiver Policies.
- Increased AVM LVR Limits to validate purchase price.
- Accountant Letters – Self Employed.
- Purple Title change in Western Australia.

[Find out more](#)

New CCR Pre-fill feature on ApplyOnline.

To help reduce manual process and unnecessary rework, ApplyOnline will have the option for brokers to automatically have missing liabilities or mismatches pre-filled, based on the customer's CCR.

[Find out more](#)

Helpful Tips & Reminders.

A reminder that all escalations must be raised via BrokerHub. Here are some helpful tips to keep in mind when raising an escalation on BrokerHub:



Ensure the escalation meets our escalation criteria.



Provide detailed context surrounding the escalation by including information such as:


- Why is an escalation required?
- What you need from us to help resolve the escalation?
- When finance or settlement is due, specify the date per the Contract of Sale?
- Provide the Contract of Sale for any escalation relating to an Approval in Principle converting to full approval.

Once the escalation has been raised, the Escalations team will review the application and the escalation details. Where an escalation has been accepted, your escalation will remain on file until the outcome of the escalation has been achieved.

There is no need for any follow ups or repeat escalations.

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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