

BROKER

ALERT

Heritage Bank
People first.

31 October 2023

DocuSign eSignature for loan offer documents

Heritage is now live for DocuSign for loan documents, which builds on the release of eSign for application forms via Nextgen which went live last week.

From 30th October 2023, Heritage Bank has commenced offering eligible mortgage documents directly to members via DocuSign.

We are proud to offer this service which will seamlessly meet the digital experience and capability expected by current and future members. The paperless workflow also enables us to process applications faster and reduce the risk of settlement delays. Choosing to use DocuSign also means that members don't have to manually print, sign and physically return their loan documents – reducing time and inconvenience for the members.

DocuSign is unavailable for the following loan types:

- For properties located in W.A., A.C.T., Northern Territory and Tasmania
- Guarantor or Company/Trust applications
- Any other matter that is outsourced to Galilee Solicitors.

Regards