



ApplyOnline Resubmission Temporarily Unavailable

We are currently experiencing issues with ApplyOnline resubmissions.

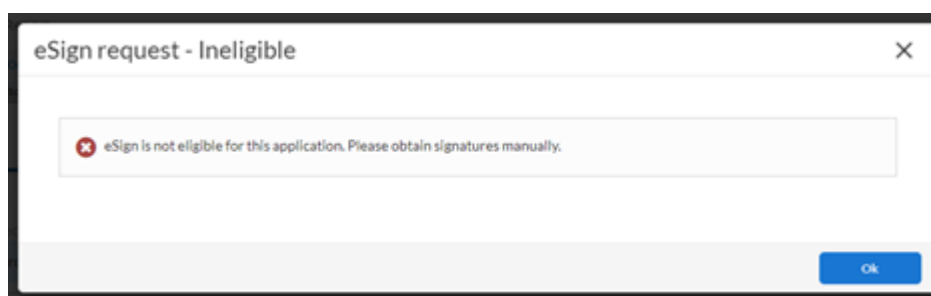
Application resubmissions are returning a validation error requiring eSign, however a new Consent and Declarations form is not required for a resubmission.

Please note that this does not affect new submissions, only those submissions requiring amendment.

Impact

- The 'Hard Stop' validation prevents submitting an amended application.
- Conflicting instructions are triggered, firstly that eSign is not available, followed by it being mandatory for submission.
- This will be an issue regardless of when the application was created (even if it was created prior to the mandatory validation being implemented).

Error message returned if attempting to initiate a subsequent eSign request.




Error returned on resubmission advising that eSign is required.

Submit Application ✕

Checklist Item	Status
Submission Checklist ready	✕ Failed
Approval Checklist ready	--
Financial Passport ready	--
Preparing document	--
Validation Check	--
Policy Manager Check	--
Submit to gateway	--
Receipt received	--

Access our new 'How-To Videos' via the Learn tab, to gain more time-saving tips!



✕ Error
 This lender requires the use of electronic signatures. Please refer to [\[Supporting Documents\]](#) for more details.

Interim Work Around strategy

- Please 'clone' the application (including documents) and submit. This will create a new application record and please update the cloned application with any of the required amendments (prior to submission).
- Please do not send an amendment via document instruction uploaded to supporting docs. This this will not generate an alert to us.

An urgent incident issue has been raised with Nextgen and we are working to resolve this as soon as possible.

We apologise for any inconvenience caused and if you have any questions, please contact Select Assist on 1300 738 336 or your Partner Relationship Manager.

Regards,

Natalie Sheehan
Head of Broker Distribution