



Important News

Contacting Auswide Broker Services



What Is Changing?

Our 1300 telephone system is being upgraded and options will now be available to direct your call specifically based on the type of assistance you require.

Effective from Friday 6th October 2023 when you call our **1300 077 127** number you will notice that our greeting has changed to:

Welcome to Auswide Bank Broker Services.

Please listen carefully to the welcome message as it will outline the available options:

If you have a scenario to discuss contact your Broker Relationship Manager directly.

For assistance with lodging supporting documents for applications, initial MIR request questions, any post settlement queries, general information or assistance please speak to our **Broker Support Team - *PRESS 1***

To speak to a **Loan Origination Services team member** regarding a loan application which is currently in progress in our system - ***PRESS 2***

If you require assistance with setting up your clients banking needs such as opening bank accounts, setting up repayments or general questions regarding other services they require, please contact our **Customer Onboarding Specialist team - *PRESS 3***

For faster assistance always have your broker ID and the lender ID number of the file available as a reference.

We continue to be committed to answering your calls quickly and now also provide the option to leave a message requesting a call back.

Other Ways to Contact us

You can also contact our teams by email using the following email addresses:

Broker Support Team - brokers@auswidebank.com.au

Broker Variations (inc pricing) - brokervariations@auswidebank.com.au

Loan Origination Services Team (LOS) - LOS@auswidebank.com.au

Broker Relationship Managers - contact details can be found [here](#)



Coming Soon

A New Auswide Bank Broker Website and Portal Is Almost Ready to Launch.

We are just a few weeks away from delivering our new Broker Website and Portal.

With a brand new look and easy to use functionality, it will give you access to comprehensive information about working with Auswide Bank, access to a Credit Policy guide, a Service Centre that provides live oversight on your applications in our system and links to check on your settlement and document status, ordering your upfront valuations and requesting pricing reviews.

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