



Important News

Changes to our Servicing Calculator

We wish to advise that our Servicing Calculator has been updated to include the latest HEM table that has been recently released for December 2023.

The new Servicing Calculator (Version 10.2 Dec 2023) is **effective from Friday 15th December, 2023** and is required to be adopted for servicing of all applications lodged **after midnight Friday 15th December 2023**.

The updated Quick Qualifier Servicing Calculator (Version 10.2 December 2023) will be available from your aggregator platform and is currently available for download from the Auswide Bank Broker website in the Document Hub [here](#).

When lodging your applications, please ensure you are using the new updated version of the Quick Qualifier.

If you require any assistance, please contact your Broker Relationship Manager.

High Volume of Incorrectly Executed Application Documents

We are currently experiencing a significant increase in the number of application documents being signed incorrectly, which is impacting on our ability to commence the processing of your applications. Auswide Bank do not currently accept digital signatures.

Please make sure prior to lodging your application with us that the following documents carry a 'wet' signature:

- Privacy Act Consent Form
- Responsible Lending Summary

- New Account Customer Form
- Broker Declaration Form

Things That Will Delay Your Loan Decision

We want to be able to process your applications and get a decision for you.

Not providing the following **MANDATORY** documents when submitting your application will impact on our ability to get an outcome for your file as quickly as possible.

This is one of the most common contributors to delays in decision or files being withdrawn.

Check you have the documents in order and available **BEFORE** you submit your application.

1. Broker Declaration

Check that all questions have been answered on the form as applicable. When answering the Target Market Determination (TMD) questions, please ensure you check one box only as appropriate. **Wet signatures are required on the declaration form.**

2. Loan Summary

If an upfront valuation has been obtained ensure that the Valex Reference ID is completed on the Loan Summary form. This allows the Lending Analyst to retrieve the report from Valex quickly. It also ensures they are aware that the upfront valuation has been done, avoiding unnecessary duplication and delays. **Do not order the Upfront Valuations after you have submitted your application.**

3. Loan Application Form

The application form must have the privacy act and consent section signed by all applicants. **Signatures must be a 'wet' signature.** If this section is not signed, or is signed by an electronic or digital signature we cannot bring the file into our workflow. It will be placed on hold to allow you 24hrs to have the document completed and signed correctly. Unfortunately if the corrected documents are not returned within the required timeframe to LOS the file has to be withdrawn from the system and you will need to resubmit when correctly executed documents are held.

4. Responsible Lending Summary

The Responsible Lending Summary form **must be printed from AOL**. It is a mandatory document that captures all of your answers to the R&O of the customers. It must be signed by the applicants and the broker declaration completed. **All signatures must be 'wet' signatures**. If we do not receive a signed copy of the Responsible Lending summary we are unable to commence assessment on the file.

5. Verification of Identity (VOI)

VOI must be completed electronically, either by Australia Post or using IDYou. VOI is one of the mandatory documents required when submitting your application to us. Australia Post VOI forms to provide to your customers can be located on our Broker Website in the Document Hub.

Check to avoid these common issues with IDYou VOI:

- DOB in report not matching DOB shown in ID document;
- spelling of name of applicant in report not matching spelling of name in ID documents;
- original ID documents not being photographed for inclusion in the report. The photographs of the ID documents uploaded into the report **MUST be of original ID documents**, not photographs of certified copies of the ID documents.

When taking the video of your clients for best practice we recommend having them hold up one of the ID documents for inclusion in the video capture.

Taking the time to make sure you get these five things right and provided to us at time of submission give us the ability to get your file in front of credit and deliver a faster turnaround time on the decision.

If at any time you are unsure of requirements please do not hesitate to reach out to your Broker Relationship Manager for clarification and/or refer to your Supporting Documents Checklist available from our Broker Website.