

Credit Hotline, ACC form, Self-Employed Workshop and Code of Conduct.



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BROKER MATTERS

What's new and
important to know



**For the latest rates, offers and
access to your BrokerHub.**

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Hi, we want to keep you up to date with some recent changes and share a few helpful reminders ahead of the holiday period.

Important matters.

Credit Hotline support.

Our Credit Hotline will be unavailable from **Wednesday 27 December 2023** to **Friday 12 January 2024**, inclusive.

You can access our Credit Policy via BrokerHub.

Updates and reminders.

**Updated Acknowledgements, Confirmation & Consents (ACC)
form.**

A reminder to always refer to BrokerHub and ApplyOnline for the latest version of our ACC form.

The current version is dated **November 2023**.

How to watch (or re-watch) our Self-Employed Broker Workshop.

Did you attend our recent Self-Employed Broker Workshop? If not, we've got your back!

You can watch a recording of the session, including the FAQ Panel via BrokerHub. Simply search 'Self-Employed Workshop'.


We look forward to seeing you at our next Broker Workshop in the new year.

Our updated Broker Code of Conduct.

We've recently updated our Westpac Group (Westpac, St.George, Bank of Melbourne & BankSA) Broker Code of Conduct. You can access the latest version on our Broker website or on BrokerHub.

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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