

The latest information and policy changes.



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BROKER BRIEF

The latest news and updates, direct to your inbox.

Hi, we're constantly looking for ways to help you and your clients, including keeping you up to date with our latest policy and system changes.

Important matters.

Changes to our Credit Policy.

From **7 April 2024**, (unless specifically noted otherwise), the following changes will apply to our consumer credit policy for new and existing customers and new applications, including applications for an increase to an existing loan or any servicing/variation activity requiring a serviceability assessment.

- More support for casual teachers and school staff – income annualisation increased to 48 weeks.
- Introducing Mortgage Sense Check rate.
- Verifying Family Employee Income – expanded supporting documents.
- Evidencing Foreign Income.
- Bridging Loan Expenses.
- Changes to Franking Credit.

[Find out more](#)

Operational Updates and Reminders.

- Customer Internet Banking – Temporary Password reset.

- Broker Hotline improvements to help better direct your call.
- Helpful Reminder – Upfront Valuations on PropertyHub.

Customer Internet Banking – temporary password reset.

We've listened to your feedback – customers who have opted in for Internet Banking to digitally accept their loan offer will now receive a new temporary password via SMS if their current password has expired by the time their application reaches unconditional approval.

Broker Hotline improvements to help better direct your call.

We have adjusted our call options on our Broker Hotline 1300 130 928, commencing **2 April 2024**.

Sub Menu - If Option 1 is selected.

For queries on approved home loan awaiting settlement.

Option 1.1.1 - If you have a 15-digit submission number.

Option 1.1.2 - To enquire about new home loan applications starting with a '464'.

Helpful reminder: upfront valuations from PropertyHub.

When submitting an order for an upfront valuation on BrokerHub, always include the title details for the property, such as the LOT123/DP12345, number of bedrooms and any other information about the property within the 'Comments' section.

If any of the following documents are available, you can also upload them into PropertyHub to assist with your request:

- Certificate of Title.
- Contract of Sale (executed front page with sale price).
- Rates Notice (with title details).



Supporting our medico customers on their journey toward home ownership.


LMI waiver* up to 95% LVR available for eligible medical occupations with no minimum income requirement for Owner Occupiers and Investors.

*Subject to meeting eligibility criteria. Credit criteria, T&Cs apply.

[Find out more](#)

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 and present.



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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