



Business Update.

Supporting your business and clients is a key priority for us. The following information is provided to keep you up to date with the latest at Westpac.

Helping You Use the Supporting Documents Tab in ApplyOnline.

We're here to help you transition to using the Supporting Document Tab in ApplyOnline with a new instructional video. To become familiar with this existing feature before it becomes the mandatory method of document delivery, here's how you can view the video:

1. Visit the [Broker website](#) and log into Broker Net.
2. Click the 'Forms & Calculators' tile on the homepage.
3. Scroll down to the 'User Guides' section.
4. The new training video is located under the "E-Lodgement – Apply Online and Serviceability Calculator" heading.

There are also simple 'how to' videos in ApplyOnline (Information>How to Videos>Document Checklist).

The benefits of using the Supporting Docs Tab to submit supporting documents are:

- **A better chance of quick decisioning** as the documents are sent to us as soon as you hit "Send to Lender".
- **Reduced rework time** when collecting and sending through information as the dynamic checklist advises you exactly what we need.
- **A more secure document delivery process** with no file size limitations compared to using email to send in application documents. There is also the ability to use AOL to redact Tax File Numbers prior to documents coming to Westpac.

Start taking advantage of the benefits and an improved experience for you and your customers

now.

For any further information or assistance on using this functionality please speak to your Westpac BDM.

Westpac Mortgage Broker

We're here to help.



1300 130 928

Broker hotline: 8:30am - 7:00pm AEST (Credit hotline: 11:30am - 4:30pm AEST)



westpac.com.au/brokers



200 years proudly supporting Australia

Things you should know:

Credit criteria, fees and charges, terms and conditions apply. Based on Westpac's credit criteria, residential lending is not available for Non-Australian Resident borrowers.

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