



Important News

Intermittent issues with Broker ID codes in ApplyOnline

We have received advice that some Brokers are currently experiencing intermittent issues with the Broker ID code being recognised as valid in the ApplyOnline system.

The matter has been investigated at our level and escalated to NextGen to resolve with urgency to minimise any impact to our broker partners and their customers.

Would you please be able to notify your brokers accordingly and place the appropriate notification in your application lodgement system.

I will keep you updated with any progress.

Please extend our apologies for any inconvenience this may cause in the interim. We are working with NextGen to achieve the fastest possible resolution.

At this stage we do not have a manual workaround available.

Kind regards,

Tracy Field

Head of 3rd Party



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