

## Bankwest Service Levels



As at **Monday 2 August 2021**, Bankwest is taking the following times to process an application. Please note that these times are subject to change throughout the week.

Application Stage	Current Service Levels
Supporting documents upload	4 hours
Assessment	
Pre-assessment document check*	2 business days
PAYG ≤80% LVR	3 business days
PAYG >80% LVR	3 business days
Self-employed ≤80% LVR	2 business days
Self-employed >80% LVR	3 business days
Retail Credit Decisioning	2 business days
WIP (work in progress) **	2 business days
Fulfillment	
Examinations	1 business day
FHOG	2 business days
Progress Payments	3 business days
Settlement Disbursals	1 business day
Non-settlement Disbursals	1 business day
Home Loan Transfers (HLTs)	
Standard HLT (product switch and/or pricing)	2 business days
Splits/Combines/Restructure/Guarantor	2 business days

**\*Pre-assessment document check:** Initial review of documents. If key documents are not held, the application will be pended and will not commence assessment until provided.

**\*\*WIP:** Re-commencement of assessment once outstanding items requested on More Info letter are received, receipt of valuation or LMI approval.

### Escalations:

Escalations can be requested within the following timeframes by contacting Mortgage Support on 1300130881 option 1+1 or via [online broker chat](#):

- Finance – due within 3 business days for PAYG and Self-employed deals.
- Settlement - due within 5 business days.

**Escalations received earlier than the above timeframes will not be accepted.**

## What next:

- Refer to the [Application Submission Checklist](#) for document requirements.
- Use the most recent version of the [Identity Verification and Privacy Consent Form](#) for all lending applications.

**Important: Service levels are accurate at the time of issuing and are subject to daily change. For time-sensitive deals, contact your BDM prior to submission to ensure approval timeframes can be met.**

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Kind regards,

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