

Bankwest Service Levels



As at **Monday 4th October 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
Pre-assessment document check*		4 business days
Assessment	PAYG ≤80% LVR	4 business days
	PAYG >80% LVR	5 business days
	Self-employed ≤80% LVR	7 business days
	Self-employed >80% LVR	7 business days
	WIP (work in progress) **	1 business day
Retail Credit Decisioning		1 business day
Fulfillment		
Examinations		1 business day
FHOG		2 business days
Progress Payments		2 business days
Settlement Disbursals		1 business day
Non-settlement Disbursals		2 business days
Home Loan Transfers (HLTs)		
Standard HLT (product switch and/or pricing)		business days
Splits/Combines/Restructure/Guarantor		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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