

## Bankwest Service Levels



As at Monday 18 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*               |                           | 3 business days        |
| Assessment                                   | PAYG ≤80% LVR             | 6 business days        |
|  | PAYG >80% LVR             | 7 business days        |
|  | Self-employed ≤80% LVR    | 13 business days       |
|  | Self-employed >80% LVR    | 13 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                            |                           | 1 business day         |
| Settlement Disbursals                        |                           | 1 business day         |
| Non-settlement Disbursals                    |                           | 1 business day         |
| Home Loan Transfers (HLTs)                   |                           |                        |
| Standard HLT (product switch and/or pricing) |                           | 1 business day         |
| Splits/Combines/Restructure/Guarantor        |                           | 1 business day         |

\*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.

Important things you should know: This email has been authorised by Bankwest, a division of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL/Australian credit licence 234945 of 300 Murray Street Perth, Western Australia. Digital Security Information. At Bankwest we aim to ensure our customers are cyber safe. To help you keep your bank accounts and personal information secure please be aware Bankwest will never ask for your PIN, PAN or password via email or SMS. Nor will we ask you to log directly into your online bank accounts from a link in an email or SMS. You can find more security information at [www.bankwest.com.au/security-centre](http://www.bankwest.com.au/security-centre). If you receive an email requesting this information, please forward the email to Bankwest and delete the email. You can report suspicious emails to [abuse@security.bankwest.com.au](mailto:abuse@security.bankwest.com.au)

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