

Important Policy information you need to know.



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# BROKER MATTERS

What's new and  
important to know

For the latest rates, offers and access to your  
BrokerHub.

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We're constantly looking for ways to help you and your clients, including keeping you up to date with our latest policy and system changes. These are:

- From two to one full Financial Year time in employment for Self-employed Medico customers.
- Coming soon: BrokerHub One-Time Passcode (OTP) security enhancement.
- Serviceability Calculator simplification.
- More choice with digital loan authority.
- Notification of shortfall funds provided by bank in customer's documentation.
- Updates to ApplyOnline (AOL).
- Changes to Credit Policy.

The following changes will go live on **30 September 2024** (unless otherwise specified).

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### Important updates.

#### **From two to one full Financial Year time in employment for Self-employed Medico customers.**

We're updating our Policy to reduce the time in employment required for Self-employed Medico customers who meet Medico Sector eligibility, from two full financial years to one full financial year to align to existing documentation requirements.



#### **Coming Soon: BrokerHub One-Time Passcode (OTP) security enhancement.**

At Westpac, online security and protecting your data and your client's is important.

In November, we will be launching an additional layer of security for BrokerHub with One-Time Passcode (OTP). OTP is a six-digit security code that will be emailed to your nominated email address each time you log in to BrokerHub. The nominated email address may be a group email address to support your admin and office staff accessing BrokerHub. Once the unique code is entered, we'll authenticate your login.

We want to thank you for continuing to play a key role in keeping your client's data safe and secure.

We will be sharing more information closer to the day of launch alongside key information to support you. In the meantime, please reach out to your Business Development Manager team should you wish to understand more about ways we're protecting you and your clients.

### **Serviceability Calculator simplification.**

From **26 September 2024**, there's no need to maintain two calculators in BrokerHub, depending on whether you use Mac/Windows. You will now use the same calculator for all systems.

### **More choice with digital loan authority.**

Your client/s with a Principal & Interest (P&I) loan can now choose their repayment frequency as weekly or fortnightly using the digital loan authority, instead of defaulting to monthly. This digital solution reduces the need for your client/s to complete the physical form.

Interest Only (IO) and progress drawdowns will remain monthly, and Interest Only in Advance (IOA) and Bridging loans won't have direct debits.

### **Notification of shortfall funds provided by bank in customer's documentation.**

Where Westpac provides a shortfall of funds for clients at settlement, this will now be displayed on the clients welcome letter as part of the settlement disbursement.



### **Great news for your Medico Self-employed clients.**

From **30 September 2024**, we're updating our Policy to reduce the time in employment required for Self-employed Medico customers from two full financial years to one.

\*Subject to meeting eligibility criteria. Credit criteria, T&Cs apply.

[Read more about our Policy](#)

### **Updates to ApplyOnline (AOL).**

The following enhancements will be made in AOL:

- Update to serviceability assessment.

- Update to Verification of Identity (VOI) form.
- Updates to branches available for account opening.
- Enhancements to salary sacrifice capture.
- Update to help text for Body Corporate and Strata cost expense change.

To read the full detail of these AOL changes, read below.

[Find out more](#)

### **Changes to our Credit Policy.**

The following changes will apply to our consumer Credit Policy for new and existing Westpac customers:


- Annual Study and Training Support Loan (STSL) and Medicare Levy low-income threshold to the latest figures update.
- Purchase contract playback form.
- Church conversion to residential property.

To read the full detail of these Policy changes, read below.

[Find out more](#)

**We're here to help.**

 [westpac.com.au/brokers](https://westpac.com.au/brokers)

 [1300 130 928](tel:1300130928)  
(8:30am - 7:00pm AEST)

**Accessibility support.**

Westpac welcomes calls through the National Relay Service. If you are deaf, hard of hearing, or have speech/communication difficulty, choose your access option detailed on the [National Relay Service](#).

Where English is a second language, contact us and a banker can arrange a language interpreter.

Visit [Westpac Access and Inclusion](#) for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is a second language.


*Westpac acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders past and present.*



### Things you should know

Conditions, credit criteria, fees and charges apply. Based on Westpac's credit criteria, residential lending is not available for Non-Australian resident borrowers. More information available at [westpac.com.au/brokers](https://westpac.com.au/brokers).

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