

Important security enhancement coming to BrokerHub.



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# BROKER MATTERS

Coming: BrokerHub security enhancements



For access to BrokerHub.

[Visit broker site](#)

Hi, we take the protection of data including personal and financial information very seriously. This is why we're introducing enhanced security protections to make it even safer for you in BrokerHub.

Important BrokerHub update.

Safeguarding data is our priority.

As we communicated on **23 September 2024**, we will be launching an additional layer of security for BrokerHub with One-Time Passcode (OTP). This is a secure, six-digit security code you will use each time you log in to BrokerHub, from November.

You can now nominate an email address in BrokerHub, where your OTPs will be

sent. Starting in November, these OTPs will be used to authenticate your login to BrokerHub. The nominated email may be a group email address to support admin, team members, and office staff.

### Next steps.

1. Log in to BrokerHub using your unique ID.
  - o Note: You can access BrokerHub via the top-right hand corner of the [broker website](#).
2. Upon logging into BrokerHub, click on the red strip at the very top of the page, titled “One-Time Passcode is coming for BrokerHub login”, inviting you to nominate your OTP email address.
3. You will be directed to the User Profile landing page with a pop up to nominate a OTP email address. This may be a group email address to support admin and office staff logging in on your behalf.
4. Submit your nominated email address.
5. You will receive a message confirming this email has been successfully applied.
6. After you nominate an email address, it will be presented to you on your User Profile page.
7. Remember, while you can nominate your OTP email address now, you won't be prompted to use the OTP until later in November.

Log in to BrokerHub via the broker website and get started, today.

**Nominate email address**

### What's to come?


We will be sharing more information closer to the day of launch alongside key information to support you throughout this process.

For more information on other ways we continue to prioritise cyber security for you and your clients, visit [westpac.com.au/security](https://westpac.com.au/security).

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

**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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