

2024 EOY cut-offs and reminder of security enhancement coming to BrokerHub.



We'll never ask you for your personal details via email or link to a login page.

More info: [bankofmelbourne.com.au/hoaxemails](https://bankofmelbourne.com.au/hoaxemails) [View online](#)

# Broker update.

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Hi,

We take the protection of data, including personal and financial information, very seriously. This is why we're reminding you about our introduction of enhanced security protections to make using BrokerHub even safer. We're also writing to share important end of year cut-off dates - please familiarise yourself with these.

Reminder: End of year cut-off dates.

The end of year is fast approaching, so we would like to take this opportunity to share our end of year cut-off dates so you're aware and are able to plan accordingly.

Area

Bank of Melbourne

Security substitution requests	PSR for assessment by COB 3 December 2024  LOV returned by COB 17 December 2024
Discharge requests – sale or settlement	COB 2 December 2024
Discharge requests – refinance or OFI	COB 2 December 2024
Executed documents for purchase, settlements, refinances	COB 17 December 2024

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Important BrokerHub update.

### **Reminder about nominating your One-Time Passcode (OTP) email address.**

We communicated to you on **23 September** and **30 September 2024**, that we will be launching an additional layer of security for BrokerHub, with OTP. This is a secure, six-digit security code you will use each time you log in to BrokerHub.

You can now nominate an email address in BrokerHub, where your OTP will be sent. Later 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 if you haven't already nominated an email address for OTP.**

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 your 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.

Please read our FAQ Guide should you have any questions about this new process or get in touch with your BDM team to find out more.

[Read FAQs](#)

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

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



#### **NextGenID's new simplified ID process.**

We've reduced required ID documents from 2 to 1. With this simplified Document Verification service, our pass rate has increased up to 94% as of September.

Search "Westpac Group ID Process Guide" on BrokerHub or [speak to your BDM team](#) to learn more.

**You've got questions? We've got time to talk.**



Call the Mortgage Central Hotline  
[1300 137 532](tel:1300137532) Mon-Fri 8:30am - 7:00pm AEDT



Visit [bankofmelbourne.com.au/broker](https://bankofmelbourne.com.au/broker)

**We appreciate you choosing us.**

Your Bank of Melbourne team



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Bank of Melbourne 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.

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#### **Accessibility support:**

Bank of Melbourne 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 [National Relay Service](#).

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

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

## Things you should know:

Conditions, credit criteria, fees and charges apply. Based on Bank of Melbourne's credit criteria, residential lending is not available for non-Australian resident borrowers. More information available at [bankofmelbourne.com.au/broker](http://bankofmelbourne.com.au/broker).

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