

One-Time Passcode is now live in BrokerHub plus event reminder.



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## Broker update

BrokerHub security enhancements to safeguard your data



Hi,

Supporting you and your clients to do business with us safely is always a priority at St. George. We're writing to advise you the new One-Time Passcode (OTP) security enhancement in BrokerHub is now live.

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### One-Time Passcode is live

You will now notice that we have launched an additional layer of security for BrokerHub, known as OTP; a unique six-digit security code that you will enter each time you log in to BrokerHub.

You are able to manage the email address that receives OTP in the 'Personal details' section of your BrokerHub profile. To do so, navigate to the top right-hand corner of the page, select the 'person' icon and select 'Personal Details'.

The nominated email address may be a group email address to support admin, team members, and office staff.

To access BrokerHub, you can do so via the [broker website](#).

Please read our [OTP FAQ Guide](#) should you have any questions about this process or get in touch with your BDM team to find out more.

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### Reminder: Register for our next broker event

You're invited to our broker event on **25 November**. Ross Mackenzie, Westpac

Group's Head of Security Control Assessment will be hosting our event "Staying cybersafe at work and at home."

Aleasha D'Agostino, Executive Manager for Broker Approvals, will join Ross to discuss what we've delivered to address your feedback.

You can register and save this event to your calendar below.



**Event details:**

**Date:** Monday 25 November 2024

**Time:** 1pm - 2pm (AEDT)

**Register via Westpac Group Live:** [Staying cybersafe at work and at home](#) and add to your calendar:

[Add to calendar](#)



**The BrokerHub Pricing Tool is totally roarsome**

To experience the enhanced BrokerHub Pricing Tool yourself and to view the how-to videos, simply log in to BrokerHub today.

[Learn more](#)

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



[stgeorge.com.au/broker](https://stgeorge.com.au/broker)



Call **1300 137 532**  
(8:30am - 7:00pm AEDT)

Thanks,

**Your St.George team**



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**St.George 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:**

St.George 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 [St.George 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 St.George Bank's credit criteria, residential lending is not available for Non-Australian resident borrowers. More information available at [stgeorge.com.au/broker](#).

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