

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



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BROKER MATTERS

Live: BrokerHub security enhancement



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.

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 View: [Staying cybersafe at work and at home](#) and add this event to your Calendar:

[Add to calendar](#)




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We're here to help.

 westpac.com.au/brokers

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

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.

¹ Westpac received the highest score in Digital experience review among Multi-Channel banks in Forrester's proprietary 2024 Forrester Digital Experience Review of Australian Mobile Banking Apps conducted between June and July 2024. Forrester reviewed 4 banks' mobile apps across 18 customer scenarios and combined this with a mobile banking app performance score from Forrester's proprietary Customer Index Survey in Australia. These findings were then combined with findings from unmoderated usability testing with 40 customers of the included brands. Forrester Research does not endorse any company included in any Digital Experience Review and does not advise any person to select the products or services of any particular company based on the ratings included in such reports.

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