



Westpac will never send you a link directly to our sign in page, or request your personal or financial information. Always type westpac.com.au into your browser or use the Westpac mobile banking app to securely sign in. More Info - [visit westpac.com.au/hoaxemails](#)
[View Online](#)



BROKER NEWS

Important updates delivered to your inbox.



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



SYSTEM CHANGES AND REMINDERS



CHANGES TO CREDIT POLICY



UPDATES TO APPLYONLINE (AOL)

The following changes will go live on **2 December 2024** (unless otherwise specified).



SYSTEM CHANGES AND REMINDERS

Our latest system changes and reminders, including:

- One-Time Passcode (OTP) BrokerHub security enhancements (live from **15 November 2024**).
- Top-ups are moving from virtual lending to assessor team.
- Features of Flexi First and Rocket Repay Home Loans.
- Updates to declined submissions.

[Find out more](#)



UPDATES TO APPLYONLINE (AOL)

Updates to AOL going live **12 December 2024**, including:

- Medico Group B updates.
- NextGenID enhancements.
- Transaction Account opening improvements.

[Find out more](#)



CHANGES TO OUR CREDIT POLICY

Changes to Credit Policy will go live on **2 December 2024** (unless otherwise specified), including:

- Household Expenditure Measurement (HEM) Q2 updates.
- Desktop expansion.
- Refinance of external mortgages and second mortgage.

To read the full details of these Policy changes, see below.

[Find out more](#)



Great news for your Medico Self-employed clients.


From **30 September 2024**, we updated 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](#)

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.

This communication is intended for the recipient only and is not for distribution to your customers or any member of the general public. The information contained in the email is current as at Friday 22 November 2024. For more information on any of the promotions, products or services mentioned in this email, please contact your local Business Development or Lending Manager. This email is to be used as general information only and should not be considered a comprehensive statement on any matter and should not be relied upon as such. This email has been prepared without taking into account any individual objectives, financial situation or needs.

Westpac Secure Security Reminder:

Westpac will never send you a link that directly opens our sign in page, or any links requesting your personal or financial information. Always type westpac.com.au into your browser or use the Westpac mobile banking app to securely access your banking. For more information visit westpac.com.au/hoaxemails. Before accessing emails or the Internet, always ensure your computer has up-to-date security software. Find tips to protect yourself and avoid scams and viruses at westpac.com.au/security.

Westpac sent this message to Connective Lender Services Pty Ltd at product@connective.com.au. These details are included to help provide assurance that this is a genuine email from Westpac.

This is a service message sent by Westpac for the purpose of communicating

factual information relating to our products or services. An unsubscribe option is not available due to the nature of this message.

If any of the information related to (or provided by) the Westpac Group that you rely on is printed, downloaded or stored in any manner on your systems, files or otherwise, please ensure that you update your systems and files with the most up-to-date information provided by us and rely only on such updated information.

© 2024 Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

The Westpac Group, 275 Kent Street, Sydney, NSW 2000, AUSTRALIA.

[Privacy](#)