

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

More info: bankofmelbourne.com.au/hoaxemails View online

# Broker update.

BrokerHub security enhancements to safeguard your data.



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 <u>OTP FAQ Guide</u> 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:**

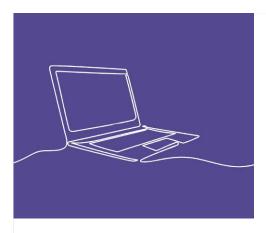
Date: Monday 25 November 2024

Time: 1pm-2pm (AEDT)

Register via Westpac Group Live: Staying cybersafe

at work and at home and add to your calendar:

Add to calendar



## Enhance your experience with the BrokerHub Pricing Tool.

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.



Call the Mortgage Central Hotline <u>1300 137 532</u> Mon-Fri 8:30am - 7:00pm AEDT



Visit bankofmelbourne.com.au/broker

We appreciate you choosing us.

Your Bank of Melbourne team



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.

### **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 <a href="National Relay Service">National Relay Service</a>.

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

Visit <u>Bank of Melbourne Accessibility</u> 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.

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 Monday 18 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.

Bank of Melbourne Secure Security advice: Bank of Melbourne will never send you a link that directly opens our sign in page, or any links requesting your personal or financial information. Always type bankofmelbourne.com.au into your browser or use the Bank of Melbourne mobile banking app to securely access your banking. For more information visit <a href="mailto:bankofmelbourne.com.au/hoaxemails">bankofmelbourne.com.au/hoaxemails</a>. 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 <a href="mailto:bankofmelbourne.com.au/security">bankofmelbourne.com.au/security</a>.

Bank of Melbourne sent this message to Connective Lender Services Pty Ltd at product@connective.com.au, these details are shown in order to provide guidance to the true recipient of this email.

This is a service message sent by Bank of Melbourne 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.

© Bank of Melbourne - A Division of 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**