

Latest enhancements based on your feedback.



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Hi,

At Westpac we're always looking for ways to help you and your clients including our latest enhancements based on your feedback.

### Year in review.

We know Australians choosing to partner with a broker, trust and value the independent service you provide, which is why we've invested in several initiatives to support you and your clients over the past 12 months, including:

- Halving the Time to Decision for applications.
- Single File ownership for our Settlements team.
- Ability to identify customers on behalf of Westpac.
- Ability to reprice existing customers in BrokerHub.

We're looking forward to working with you in 2025, as we deliver further improvements to the speed and consistency of our service across assessment and settlements, as well as developing new product features.

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### What's new.

1. Effective **12 December 2024**, you can now request for your client a new Westpac Choice Transaction Account (which comes with a debit card) as an offset account and / or to use for Direct Debit home loan repayments.
2. Please note our **Credit Hotline shutdown period** is 5pm (AEDT) Tuesday 24 December and re-opening 8:30am (AEDT) Wednesday 8 January. Further dates are included below.
3. The latest **MPA Brokers on Banks Survey** is open, which is a fantastic opportunity for you to let us know what more we can do to deliver improved service for you and your clients.

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### Open a Westpac Choice Transaction Account for your client.

Effective **12 December 2024**, when applying for your client's home loan, you can now request a new [Westpac Choice Transaction Account](#) for the purpose of offsetting interest on their eligible home loan or to manage repayments via direct debit. A linked debit card will be issued after the creation of a new account. This removes the need for your clients to go into a branch to set up their transaction account.

You can lodge a request via ApplyOnline (AOL), by:

1. Selecting 'new account',

2. Completing the Broker Declaration,
3. Ensuring your customer ticks consent in 'Part F: Westpac Choice Account and Debit Card Application' on the Acknowledgements, Confirmation and Consents (ACC) form.

Your client must make their own decision about the product(s) and if they need advice, let them know they can contact Westpac directly.

Alternatively, your client can open a new [Westpac Choice Transaction Account](#) through Online Banking, visiting a branch or by calling our call centre.

**NB:** Transaction accounts cannot be opened for clients residing outside of Australia.

**ApplyOnline instructions.**

[Learn more](#)

## Reminder: end of year cut-off dates.

The end of year is fast approaching! Please make a note of the below important dates.

Area	Westpac
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



### Credit Hotline shutdown period during Holiday season.

Please note, our Credit Hotline will be unavailable from **5pm AEDT Tuesday 24 December 2024**, with lines reopening **8:30am AEDT Wednesday 8 January 2025**.

## Broker on Banks Survey.

**It's time to have your say.**

The **MPA Brokers on Banks survey** is now open. This is a great opportunity for you to share what else we can do to support you and your clients. This survey is anonymous.

You can access the survey via the [MPA website here](#).



### Your client's Property Dashboard.

Your client can check their property value in real time and see how their loan is tracking, all in the Westpac app. Your client could see their estimated values, loan snapshot and invaluable portfolio insights.

\*T&Cs fees & credit criteria apply.

[Explore our Investor Hub](#)




### A loan to help clients make more sustainable choices to their home.

Are your clients looking to make energy-efficient or climate-resilient updates to their home? Our Sustainable Upgrades Home and Investment Loans come with a cool rate. To find out more, visit our:

[Sustainable Upgrades Home Loan website](#)

### We're here to help.

 [westpac.com.au/brokers](https://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](https://westpac.com.au/brokers).

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