



# Broker update

The latest broker news  
to your inbox



Hi,

We're excited to share that some new enhancements are **now live** in ApplyOnline.

### What's new?

We've introduced two new features to improve your application submission experience:

- **NextGenID:** A digital ID solution that's simple to use for both you and your customer, fully integrated within ApplyOnline. That means no ID document uploading from you is required!
- **Access Seeker:** View your customer's credit report (including OneScore result and liability details) upfront before submitting, with no impact on

their credit file. This feature will cross reference any liabilities on the customer credit report with what is included in the application, allowing you to rectify any discrepancies before sending it in to us.

Access these features in the 'Financial Passport' section of ApplyOnline as you start an application for a customer. We know they will improve your submission experience with us, and we can't wait for you to try them out!

### Want to find out more?

To help you get the most out of these new tools we're hosting a webinar session on **Tuesday, 17th December at 2pm AEST (Hobart)**.

Register [here](#) and join us for a deep dive into these exciting changes!

You can find a range of helpful resources on our broker portal under [ApplyOnline Support](#), including video tutorials and FAQs to help streamline your application process.

### Our SLAs

New applications	<b>2 business days</b>
MIRs & formal approval	<b>+3 business days</b>

### Broker NPS

**+67.8**

### MyState NPS

**+54.6**

*"Easy to deal with, good communication & fast turnaround times"*

Outsourced, TAS

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If you'd like to chat through any of this or discuss any scenarios, please don't hesitate to reach out or visit our [broker site](#) for more information.

Kind regards,

**Team MyState**

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**MyStateBank**

***Important information***

*Any advice is general only and does not take into account your personal objectives, financial situation or needs and you should consider whether it is appropriate for you. Loan applications are subject to MyState's credit approval criteria. Terms and conditions, fees and charges may apply.*

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