

BROKER

ALERT

Heritage Bank
People first.

Date: 19 February 2025

Re: Verification of Identity Process Change

To simplify the Verification of Identity (VOI) process, Heritage Bank is amending the VOI process for our brokers, effective 24 February 2025.

Brokers will be required to use the 'InfoTrack' non face to face identification process for all VOI requirements. The face to face option in ApplyOnline will be removed. Consequently, the requirement for certified copies of identification will also be eliminated.

Please reach out to your BDM if you have any questions.

Regards

Michael Sancilio
Head of Connected Channels & Partnerships
Lending & Insights

brokers.heritage.com.au