

## LOAN INCREASE (Top Ups) PROCEDURES – updated 26/09/2016

Due to a recent review of our processes and procedures we are making some changes to the way we complete home loan increases. Effective **Monday 26 September 2016** the changes mean that you'll need to submit all top ups via a **standard application** (see Forms section on Broker Net subsection 'Loan Increase Process and Forms')

### PROCESS

When you receive a Loan Increase request from your customer:

1. Complete the 'Request for Loan Increase Application (Standard Type)'.
2. Contact the Westpac Consumer Loan Increase Team line on 1300 737 796 (Option 1). Hours of Operation are: 8:00am to 8:00pm (Local Time) 7 Days a Week.
3. Be prepared to provide the following information:
  - Your Name
  - Broker ID number (your I number)
  - Broker firm (your aggregator group)
  - Purpose of Loan Increase
  - Loan Increase amount
  - Loan account number for increase
  - Customer's estimated current market value of security property
  - Customer name(s)
  - Customer's current monthly income & outgoings
  - Customer's marital status and number of dependants
4. The Loan Increase Team will then assess the customer's eligibility, and you will be advised if any additional documentation (e.g. payslips) is required. If you prefer your client to provide their details directly, you may hand the phone over to your client.
5. You will need to send the Loan Increase Application (Standard Type) form, the Electronic Communication Consent form (if applicable) and required Supporting Documentation to the Loan Increase team. Either scan or email to [loanincreases@westpac.com.au](mailto:loanincreases@westpac.com.au) or fax 1300 368 205.

**If you need to follow-up on the progress of your Loan Increase application** once it has been submitted, contact the Westpac Consumer Loan Increase Team (for Brokers) line on **1300 737 796 (Option 2)**. You will be asked for your Broker ID number, name and aggregator firm for identification purposes. You have the option to provide your mobile number to the phone consultant to receive automated SMS messages with respect to the progress of the application.