

# Broker Checklist – Existing Loan Maintenance

## Broker Hotline: 1300 130 928

The following loan maintenance requests will continue being referred to the Broker Hotline for maintenance/assistance:

- ☐ **Product switch:** Different product types, including interest rate type.
- ☐ **Repayment switch:** Switch to Principal, Interest & Fees (PIF) Repayments. Switch from Interest Only (IO) to Interest Only in Advance (IOA) (no IO term extension).
- ☐ **Loan purpose switch:** Change between Owner Occupier (OO) and Investment Property Loan (IPL).
- ☐ **Repayment frequency change**
- ☐ **Request offset to be loaded**
- ☐ **Loan amalgamations** (no increase to borrowings)
- ☐ **Reduce repayment amount**
- ☐ **Term extensions**
- ☐ **Limit rebalance**
- ☐ **Portabilities**
- ☐ **Progress Payments:** Request invoice payment and find out status of progress payment – Builders Hotline on 1300 367 486.

## Customer Contact Centre (CCC): 132 558

The below scenarios require customer referral to the WBC CCC for completion:

- ☐ **Repayment switch/split:** Switch/split from Principal, Interest & Fees (PIF) to Interest Only (IO) or Interest Only in Advance (IOA) within product maximum terms.
- ☐ **IO term extension:** extending existing IO period within product maximum terms.

Please refer to the scenarios under “loan re-origination” in the instances a switch/split/extension is not permitted.

## Westpac Consumer Loan Increase Team: 1300 737 796

Refer to Broker Net for existing top-up process.

## Loan Re-origination

The following loan maintenance requests will not be permitted on existing lending and will require the loan to be re-originated:

- ☐ **Interest Only (IO) outside of product maximum term:** If the customer is requesting to switch/split/ extend IO term, and the loan has already had an IO term greater than 5 years Owner Occ & 10 years IPL, then loan will need to be re-originated.
- ☐ **Loan originated <12 months, request to switch/split to IO:** If the customer is requesting to switch/split to IO repayments and loan was originated less than 12 months ago, then loan will need to be re-originated.