



# Genuinely useful self-service guide for brilliant brokers.

Becoming the best broker bank in Australia means creating simple, digital-first experiences that save you time and keep your customers information safe.

Here's some of our existing digital tools – use these to help customers accelerate towards their financial goals.



## Active Applications & Existing Loans

Information at your fingertips about your pipeline applications and existing loans.



## Pricing Tool

Putting you in control of giving your customers the best price.



## Valuation Tool

Get a property's 'assessed value' in just minutes.



## Postcode Policy Tool

Check which policies apply to a postcode, based on the suburb and property type.



## Policy Search - Powered by Bankwest AI

Our policy search feature, powered by Bankwest AI (Artificial Intelligence) makes it easier than ever to get answers to any policy questions.



## Serviceability Calculator

Calculate your customers' borrowing power.



## Manage your support users

Freeing up your time by giving your support crew the access to tools and information they need via the broker portal.



## Bankwest forms

Quick access to our commonly used forms & supporting documents.



## Rates and Products

Featured rates and products to help your customers reach their home buying goals.



## What's New

Stay up to date with the latest service updates, expert insights and more.



## Support

Here's who to reach out to for help when you call **1300 130 881**:

**Option 1: Mortgage Support Line:** Simple deal enquiries and escalations.

[Chat now](#)

**Option 2: Credit line:** For policy guidelines and complicated credit scenarios.

**Option 3: Settlement Agent Line:** For all settlement details and enquiries.

You can also **contact your BDM** for workshopping applications and product enquiries.



# Handy resources at your fingertips:



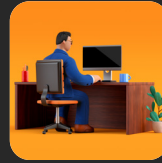
[Application submission checklist](#)



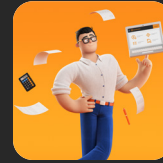
[Broker support user information](#)



[Building insurance](#)



[Buy now pay later guide](#)



[Choose less inbox with DocBox](#)



[DocBox Top Tips](#)



[Everyday banking for your customer](#)



[How digital signing works](#)



[How do I open an offset account in the app?](#)



[How do I schedule my HL repayment?](#)



[How our Valuation and Policy tool works](#)



[Navigating internet banking](#)



[Policy quick reference guide](#)



[Policy Search: Tips for AI Search](#)



[Providing another bank's discharge authority](#)



[Refinance support for customers in need](#)



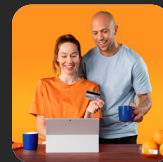
[Self-employed Simplified](#)



[Track customer applications with the HL app tracker](#)



[The Bankwest App](#)



[Ways to bank with us](#)



[Ways to pay](#)

## We value your feedback.

If there is anything you would like to see us build into the Broker Portal, or you have feedback on our products & services, then please let your BDM or BSM know.