






Policy search powered by BankwestAI.


How to make the most of our new policy search tool.





 **Use keywords** - Break down complex enquiries, and refine your questions if prompted.

 **Provide context** - Let us know your reason for enquiring and mention any relevant background information. Use specific questions tailored to your needs rather than vague or open-ended phrases.

 **Ask for clarification** - If the response is unclear or incomplete, ask follow-up questions or request examples.

 **Use reference links** - Navigate to relevant policy documents using the hyperlinked numbers provided.

 **Keep privacy in mind** - Don't use sensitive customer information when asking questions - including names, dates of birth, addresses, contact information or ID numbers.

 **Tell us what you think** - Use the thumbs-up/thumbs-down button to give feedback on BankwestAI responses so it can learn and improve. Additional feedback can be shared with your BDM directly.