bankwest

Broker use only

Broker Support Made Simple

Your tools, your way – fast, flexible and easy.

Your go-to hub: Broker Portal

Log in anytime, anywhere.

What you can do:

- Find the right policy info fast—no digging required
- Check LVR limits fast with our Postcode Policy Tool
- Set up and track your customer's Digital ID—even before you've submitted their application
- Order Valuations upfront or check past ones—no chasing required
- Upload docs in DocBox—secure, fast, with built in checks to catch what's missing
- Handle MIRs online—quick, simple, and paper-free
- Track every step—application progress, status, comments, and loan details at a glance
- Download a copy of the Unconditional Approval letter and keep tabs on settlement
- Double-check everyone's set for settlement—so nothing slips through
- Want to tweak a loan? Reprice in just a few clicks
- See the full picture—existing customer loan details, rates, and expiry dates in one spot
- Stay ahead—get alerts when fixed rates are about to end
- Locked out? Reset your password in seconds

Need a quick answer? Broker Chat

Available Monday to Friday.

What you can ask:

- Requests to escalate or decline an application
- Pricing requests for loans you didn't originate
- Confirmation of settlement time or paper settlement status
- Progress payment updates
- Breakdown of disbursed funds
- Requests to reissue customer's loan documents
- Current application service levels

Extra support when you need it

Busy with clients? Our case manager can call your Broker Supporter instead.
Just set them up in the portal—log in, hit '**Support Users'** in the Resources tab, and follow the steps.

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