

Hi Jeff,

Based on our chat, the web change you intend to make is:

- An amendment to content on an existing and live Digital page;
- An extension of an offer date, for an offer that is currently live; and
- The first time this specific offer is being extended.

To execute this change, please:

- Create a brief outlining your change, and provide this to the Digital Producer.
- Attach the following evidence to the brief:
  - Approval from Product; and
  - Consultation with the Digital Risk Guardians, who will advise you if any further approvals are required.

To help you get started, you can view our list of potential contacts for approval/ consultation here

<https://digital.westpacgroup.com.au/confluence/display/DQA/Digital+Customer+Facing+Content+%28CFC%29+Framework>

Other important information to know:

- My advice is only relevant for this specific offer extension request;
- If extending the offer is changing numerical data (e.g. dates, rates etc), ask your Digital Producer to consider using the Universal Content Repository; and
- All advice I provide is in accordance with Digital's Customer Facing Content Framework. If you need further information, you can review it here.  
[https://digital.westpacgroup.com.au/confluence/display/DQA/Digital+Customer+Facing+Content+%28CFC%29+Framework?preview=/55650333/57254593/Digital%20Customer%20Facing%20Content%20\(CFC\)%20Framework%20-%20v4.pdf](https://digital.westpacgroup.com.au/confluence/display/DQA/Digital+Customer+Facing+Content+%28CFC%29+Framework?preview=/55650333/57254593/Digital%20Customer%20Facing%20Content%20(CFC)%20Framework%20-%20v4.pdf)

If you have any further questions around:

- The approvals process, please reach out to the Digital Risk Guardians (XLR8 Contact: Geena Joung, Other Advice: Lily Encina/ Efrosini Combis).
- The process to get a web content change published, please reach out to your Digital Producer.