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03.08 Document Standards

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1. About this policy

1.1 Why this policy

This policy identifies the **minimum** standards for supporting documents used during verification activities, including:

- maximum age
- format and delivery methods
- who can supply the document
- the **minimum** information to be displayed on the document according to the verification activity being performed

You must read this policy in conjunction with:

- *Maximum Loan Term and Exit (Repayment) Strategy*
- *Commitments*
- *Genuine savings, Equity and Customer Contribution*
- *Self-employed applicants*
- *Verifying income*
- *Loan Application and Approval > Validation of information provided by the customer*

2. Rules you must apply

2.1 Identifying verification documents, standards and additional requirements

The table below specifies the actions we need to take to identify the correct verification document.

Step	Action	How to complete
1	Identify acceptable supporting document types	Refer to the relevant section of policy for the verification activity being performed, e.g.: • *Maximum Loan Term and Exit (Repayment) Strategy* • *Commitments* • *Genuine savings, Equity and Customer Contribution* • *Self-employed Customers* • *Verifying income* • *Loan Application and Approval > Validation of information provided by the customer* Specific policy chapters detail the acceptable supporting document types
2	Identify the **minimum** document standards for the document type	Refer to *Minimum Document Standards Table* • Locate the document type • Cross reference the verification activity being performed (e.g. Income) The table details the **minimum standards** for each document type according to the verification activity being performed Where the minimum standards vary for different verification policies, refer to the 'in all cases' row and the 'when used for' row (for specific policy)
3	Identify any **additional requirements** for the document type (above the minimum document standards)	Individual policy rules may require the supporting document to display information **in addition** to the **minimum** standards Refer to the relevant section of policy for the verification activity being performed, for example: • *Maximum Loan Term and Exit (Repayment) Strategy* • *Commitments* • *Genuine savings, Equity and Customer Contribution*

		• *Self-employed Customers* • *Verifying income* • *Loan Application and Approval > Validation of information provided by the customer* Specific policy chapters will detail any additional requirements for the document type. All supporting documents provided to the bank containing Tax file numbers must be redacted before being uploaded to ApplyOnline or imaged and held on the loan file (e.g. for non-ApplyOnline loan variations) **Note:** Mortgage Insurers and Credit may also request additional requirements above the minimum standards

2.2 Maximum age of documents

'Maximum Age' refers to the maximum period that can elapse between the date the document was produced to the 'Responsible Lending Start Date'. Refer to Loan Application and Approval > Responsible Lending Start Date .
Refer to the *Minimum Document Standards Table* to determine the maximum allowable age for a document.
Where a series of documents is required (e.g. 2 payslips) the most recent is to be dated within the limit described in **Maximum age**

The below definitions can be used to calculate if the document meets the maximum age.

Maximum Age	Definition
1 Month	• The first day of the month up to and including the last day of the same month (e.g. 1/1/2018 to 31/1/2018) **or** • Any day in the first month up to and including one day prior in the next month (e.g. 15/1/2018 to 14/2/2018)
2 Months	• The first day of the month up to and including the last day of the following month (e.g. 1/1/2018 to 28/2/2018) **or** • Any day in the first (given) month up to and including one day prior in the following second month (e.g. 15/1/2018 to 14/3/2018)
The same methodology may be extrapolated out to any higher number of months	

2.3 Acceptable and unacceptable document formats, delivery methods and suppliers

The table below specifies the various accepted and unaccepted document formats and the delivery methods by which they may be provided to the Bank.

Document format	Acceptable	Unacceptable

Standalone document
Including but not limited to:
• Physical document
• Image/photograph/screen shot
• PDF
	• Physical document
	• Facsimile
	• Attached or embedded within an email
	• Obtained via a portal (such as Proviso or Mogo)-Brokers only
		• Documents provided via text message (SMS)
		• An image or photograph of document taken by a Lender (internal staff or Broker) as this is not secure in the event the device is lost or stolen.
		• Handwritten documents, except where:
		  ○ The *Minimum Document Standards Table* specifies 'can be handwritten'; or
		  ○ The document is a template form which has been completed by hand

Written text within the body of an email	Email, which has:
	• been emailed directly to the Broker by the issuer, and
	• been emailed from the issuer's email system
		• A document type of 'Email advice' (a document in the form of text written in the body of an email), which
		  ○ **Has not** been emailed directly to the lender by the issuer, and/or;
		  ○ **Has** been emailed from a public email address (e.g. gmail)

Internally sourced document Refers to a document sourced from internal systems by an internal staff member	Sourced internally	
Subject to individual policies, the below may be permitted to supply the document to the broker: • the applicant • the document issuer • the applicant's accountant		

- internally supplied

Refer to the *Minimum Document Standards Table* to determine:
- The acceptable document format for each document type
- The acceptable supplier for each document type

2.4 Using a combination of documents to complete verification

It is acceptable to use either a single supporting document, or a combination of documents to complete verification activities for the following policies:
- Verifying Income
- Commitments *

* **Note:** Includes the following non-discretionary expense types:
- outgoing child support (maintenance) payments
- outgoing alimony (spousal support)
- outgoing rent

Where a combination of documents is used, a document override code will **not** be required to be entered where the below are met:
- A clear link can be established between each document provided (e.g. account number matched on each document); **and**
- The combined documents display **all** of the mandatory to verify requirements as specified for the verification activity being completed and documented in:
  - Verifying Income
  - Commitments
  - Minimum Document Standards Table

Where policy requires the verification document to include both the account holder name and account number / identifier, and the primary document does not display both, then a second verification document is required to link the primary document to the applicant. The maximum age of the 'linking' document is 12 months from the Responsible Lending start date.

Examples of acceptable document combinations include, but are not limited to the following:
- **Commitment verification** – a transaction summary is provided which displays the account number but not the account holder's name. If used in isolation, the transaction summary does not meet document standards. A second supporting document, such as an account statement (that may not meet the maximum age of document requirements for that document) may be obtained to connect the transaction summary to the applicant.
- **Income verification** –
  - a payslip does not detail the period the payslip covers, however an internal system extract confirms the applicant is paid weekly. The internal system extract can be used as the second supporting document.
  - a payment term or balance is not displayed on a Superannuation document; however, an internet search of the Super fund with screenshot taken can be used as a secondary document to confirm the missing detail.

Where the combination of documents supplied do not include all of the mandatory

information required to enable the verification activity to be completed, lenders / assessors must obtain an alternate acceptable document.

If no other acceptable document is available , the broker / assessor may refer the application to Credit for consideration, where supported by strong mitigants and justification within application comments.

2.5 When supporting documents are not in in English or display a currency other than AUD

In all cases where the supporting documents are not in English **or** a currency other than Australian dollars (AUD) is displayed on the document, the Foreign currency translation checklist is to be completed.

Where the supporting documents are in a language other than English:

- The applicant is to supply both the original document and an English translation prepared by an accredited translator at their own cost.
- The translated document is to be stamped with translators NAATI stamp

Translation of documents by either a Westpac Group staff member **or** a Westpac Group Finance Broker is not permitted. Refer *https://www.naati.com.au/#* for a list of translators in your local area (click on the "online directory").

2.6 Name variations

The names of borrowers and guarantors must be correct in ApplyOnline.

Where a verification document(s) shows a name mismatch to the loan origination system, policy allows minor name variations to be accepted without referring to Credit or applying an override.

The tables below list a number of acceptable name variation scenarios / examples and are intended as a guide only, i.e. they should not be taken as the only allowable scenarios / examples.

Category 1: Minor name discrepancies
Where verification document is used for Income and/or Commitments .

Scenario	Verification document shows:	Legal Name	Requirements to be acceptable under policy
Use of initial and surname	J. Doe	Jane Anne Doe	**No further action required** The name variation is minor and can be accepted without obtaining a further verification document or entering a comment in ApplyOnline.
Full name not shown	Jane Doe	Jane Anne Doe	

Middle name shown as an initial	Jane A. Doe	Jane Anne Doe	
Hyphen is either: • not shown; or • shown	Jane-Anne Doe	Jane Anne Doe	
	Yiling Wang	Yi-Ling Wang	
Name split is not shown correctly	Ching Yu Chan	Chingyu Chan	
	Yiling Wang	Yi Ling Wang	
Shortened or common name	Bob Brown	Robert Brown	
Names listed out of order e.g. surname listed first	Kumar, Dhruv	Dhruv Kumar	

Category 2: Customer has formally changed their name

Scenario	Verification document shows:	Legal name	Requirements to be acceptable under policy
Name change	Clint East	John West	Further enquiries are to be made. The verification document is acceptable where: • The name on the verification document can be linked to the legal name of the borrower (or guarantor) via Change of Name certificate; **AND** • The certificate is uploaded to ApplyOnline or imaged and held on the loan file (e.g. for non-ApplyOnline loan variations)

Married, birth or former name used	Joan Single	Joan Married	Further enquiries are to be made. The verification document is acceptable where: • The name on the verification document can be linked to the legal name of the borrower (or guarantor) via a copy of marriage certificate **or** birth certificate; **AND** • The certificate is uploaded to ApplyOnlineor imaged and held on the loan file (e.g. for non-ApplyOnline loan variations)

Category 3: Employer Name

Scenario	Income verification document shows:	Legal name	Requirements to be acceptable under policy
Employer name shortened or abbreviated variation	Westpac or WBC	Westpac Banking Corporation	**No further action required** The name variation is minor and can be accepted without obtaining a further verification document or entering a comment in ApplyOnline.
	ABCD or ABCD Pty Ltd	ABCD Propriety Limited	
Missing Propriety Limited or Pty Ltd	George Cleaning	George Cleaning Services Pty Ltd	
Other name shortenings	Cleaning Aust.	Cleaning Australia	
Employer / supplier differs E.g. business or trading name of the controlling company	BankSA	Westpac Banking Corporation	The verification document is acceptable where: • The legal name can be verified via an alternate document or source, e.g. ABN search **OR** • A comment is added to the loan origination system justifying the acceptance of the name variation / document

			Note: If an additional supporting document is obtained it must be uploaded to ApplyOnline or imaged and held on the loan file (e.g. for non-ApplyOnline loan variations)
Employer name missing	No employer name	Westpac Banking Corporation	The verification document is acceptable where: • The legal name can be verified via an ABN search

Category 4: Other name discrepancy examples
Where verification document is used for Income and/or Commitments

Name Variance	Verification document shows:	Legal name	Requirements to be acceptable under policy
Use of a middle name instead of first name	Anne Smith	Mary Anne Smith	The verification document is acceptable where: • The name on the verification document can be linked to the legal name of the borrower (or guarantor) via an alternate source or another acceptable document. E.g. the amount on the payslip is credited to an account in their legal name (verified to internal system extract or enquiry or account statement) **AND** • A comment is entered in ApplyOnline justifying acceptance of the name variation / document **Note:** If an additional supporting document is obtained it must be uploaded to ApplyOnline or imaged and held on the loan file (e.g. for non-ApplyOnline loan variations).
Surname only listed	Khoury	Nour Khoury	
Nickname used	Ironman Smith	Simon Smith	
Adopted or anglicised name where differs to legal name	John Wang	Zhang Wang	

Unacceptable Name Variations

Verification document	Legal name	Issue	Requirements to be acceptable under policy
Alfred Jones	John Smith	False name used to conceal an identity	Do not proceed with loan application

2.6 Minimum Document Standards Table

The table specifies **minimum** standards related to verification documents:

- Acceptable document format
- Maximum age of the document
- Who can supply the document to the Lender (internal staff or broker)
- The **minimum** information to be displayed on the document according to the verification activity being performed

You must also refer to individual policies to determine any requirements above the minimum documented in this table.

Note: Where a supporting document being used to complete a verification activity, as required in Verifying Income or Commitments, does not contain all the mandatory information to be displayed on the document on its own, according to the verification activity, refer Using a combination of documents to complete verification

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

A

Account Statement		
Acceptable Document Format	Stand-alone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When the account is open / active	2 months
	When the account is closed	No maximum age
	When used to verify Insurance premium funding	12 months however must be for the current insurance period
Document must display	In all cases	• Issuer name or logo • Account holder/s name matching the applicant • BSB and account number [3] or account identifier [3]
	When the account is open / active	• The period over which the information applies • Any credit and or debit transaction displayed must also include:

		◦ Date ◦ Amount ◦ Narrative (not required for foreign statements) ◦ Current or closing balance
	When the account is closed	• Date • Narrative must confirm account is closed
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens	

Account Summary / Extract / Overview If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'		
Acceptable Document Format	Stand-alone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When the account is open / active	2 months
	When the account is closed	No maximum age
Document must display	In all cases	• Issuer name, logo, or stamp • Account holder/s name matching the applicant [1,3] • BSB and account number [1] or account identifier [1,3]
	When the account is open / active	• The period over which the information applies • Date [4] **Note**: 'The period over which the information applies' can be used to determine the date

	When the account is closed	• The period over which the information applies • Date [4] **Note**: 'The period over which the information applies' can be used to determine the date
Used for	• Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens	

Account Transaction listing If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'		
Acceptable Document Format	Stand-alone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When the account is open / active	2 months
	When the account is closed	No maximum age
Document must display	In all cases	• Issuer name, logo, or stamp *(not required for Internal [2] Accounts)* • Account holder/s name matching the applicant [1] *(not required for Internal [2] Accounts)* • BSB and account number [1,3] or account identifier [1,3] *(For internal [2] accounts, the number must be matched to the applicant)*

	When the account is open / active	• The period over which the information applies
		• Any credit and / or debit transaction displayed must also include:
		  ○ date
		  ○ amount
		  ○ narrative

	When the account is closed	• Date [4] • Narrative must confirm account is closed **Note**: 'The period over which the information applies' can be used to determine the date
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens	

Accountants Letter	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Issuer letterhead • Issuer Signature • Name matching the applicant (or entity if it relates to our applicant/s business or a company/trust) • The first and last name of the accountant who is making the declaration • Date
Used for	• Verifying Income • Self-employed Customers

Accountants email advice	
Acceptable Document Format	Written text within in the body of an email
Acceptable Supplier	Issuer
Maximum Age at Responsible Lending start date	2 months

Document must display	• Name matching the applicant (or entity if it relates to our applicant/s business or a company/trust) • The first and last name of the accountant who is making the declaration • Date[5] Issued from the accountancy firm's email system
Used for	• Verifying Income • Self-employed Customers

Annuity / Superannuation / Private pension provider's letter		
Acceptable Document Format	Stand-alone document	
Acceptable Supplier	Issuer or Customer	
Maximum Age at Responsible Lending start date	• Income Verification - Latest issued to a maximum 12 months • Genuine savings verification (Superannuation) – 2 months	
Document must display	In all cases	• Issuer's letterhead • Recipient / Fund holder name matching the applicant • Date
	When used for Verifying Income	• Payment amount per cycle • Term of the payment or balance of the fund
	When used for Genuine Savings, Equity and Customer Contribution (Superannuation)	• Amount or Fund Balance
Used for	• Verifying Income • Genuine Savings, Equity and Customer Contribution	

Annuity / Superannuation / Private pension email advice	
Acceptable	Written text within in the body of an email

Document Format		
Acceptable Supplier	Issuer	
Maximum Age at Responsible Lending start date	• Income Verification - Latest issued to a maximum 12 months • Genuine savings verification (Superannuation) – 2 months	
Document must display	In all cases	• Recipient / Fund holder name matching the applicant • Issued from the provider's email system • Date
	When used for Verifying Income	• Payment amount per cycle • Term of the payment or balance of the fund
	When used for Genuine Savings, Equity and Customer Contribution (Superannuation)	• Amount or Fund Balance
Used for	• Verifying Income • Genuine Savings, Equity and Customer Contribution	

Australian Business Number (ABN) Registration Search	
Acceptable Document Format	Internally sourced document
Acceptable Supplier	Internally supplied
Maximum Age at Responsible Lending start date	2 months
Document must display	• ABN • Entity name • Date
Used for	• Verifying Income • Self-employed Customers

Australian Taxation Office (ATO) Income statements		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Customer	
Maximum Age at Responsible Lending start date	• 'TAX READY' income statement	End of last financial year • after 31 August it is mandatory to supply previous 30 June income statement
	• 'YTD' income statement	• 2 months
Document must display	• Employer name • Employer ABN • Employee name matching the applicant • Date	
Used for	• Verifying Income	

Australian Taxation Office Letter	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer or accountant
Maximum Age at Responsible Lending start date	Current document to a maximum of 12 months
Document must display	• Issuer letterhead or logo • Name matching the applicant (or entity) • Date
Used for	• Commitments

Australian Taxation Office Notice of Assessment (ATO NOA)	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer or accountant

Maximum Age at Responsible Lending start date	End of last financial year • after 15 May it is mandatory to supply previous 30 June tax NOA
Document must display	• Name matching the applicant (or entity) • Date
Used for	• Verifying Income • Genuine Savings, Equity and Customer Contribution • Self-employed Customers • Serviceability Assessment > Apportioned household expenses and shared commitments - Spousal same household

Australian Taxation Office Pre - Filling report (ATO Pre-Filling report)	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer or accountant
Maximum Age at Responsible Lending start date	End of last financial year • after 15 May it is mandatory to supply previous 30 June Finalised Pre-Filling report
Document must display	• Name matching the applicant • Employer name • Employer ABN • Single Touch Payroll Status' indicates 'Finalised' • Date
Used for	• Verifying Income

Australian Taxation Office Portal Document	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer or accountant
Maximum Age at Responsible Lending start date	Current document
Document must display	• Issuer's letterhead or logo • Name matching the applicant (or entity)

Used for	• Commitments

Australian Taxation Office Superannuation 'Fund details' extract from myGov Portal	
Acceptable Document Format	Standalone document
Acceptable Supplier	Customer
Maximum Age at Responsible Lending start date	End of last financial year • after 31 October the 'Date Reported' must display the most recent ended financial year
Document must display	• Name matching the applicant (or entity) • Reported Super Balance • Date reported
Used for	• Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

Australian Tax Return (Can be handwritten)	
Acceptable Document Format	Standalone document • Individual returns must be supported by ATO NOA
Customer	Issuer or customer or accountant
Maximum Age at Responsible Lending start date	End of last financial year • after 15 May it is mandatory to supply previous 30 June tax return
Document must display	• Name matching the applicant (or entity) • Date
Used for	• Verifying Income • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

Australian Tax Return lodgement extract from MyGov Portal	
Acceptable Document Format	Standalone document
Customer	Issuer or customer or accountant
Maximum Age at Responsible Lending start date	2 months from the date of lodgement
Document must display	• Name matching the applicant (or entity) • ATO receipt number • Date of lodgement **Note**: If an 'Assessment issued' field is displayed on the document, there must be no date displayed against it
Used for	• Verifying Income • Self-employed Customers

B

Business Activity Statement (BAS) (Can be handwritten)	
Acceptable Document Format	Standalone document
Acceptable Supplier	Customer or accountant
Maximum Age at Responsible Lending start date	End of most recent quarter and matching quarter from the previous financial years. • E.g., As of 31st July. BAS for period ending 30 Jun must be provided

Document must display	• Name matching the:
	  ○ applicant; or
	  ○ trading name; or
	  ○ entity name
	• The period over which the information applies
	• ABN

Used for	• Self-employed Customers

Buy Now Pay Later provider document from digital application or internet site

Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Account holders name matching the applicant • Transaction/facility identifier[3] for each active transaction • Provider name or logo • Date[4]
Used for	• Commitments

C

Child Support Assessment extract from myGov Portal		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Customer	
Maximum Age at Responsible Lending start date	• 3 months • Assessment period must cover a future date	
Document must display	In all cases	• Nature of payment • Payment amount per cycle • Date
	When used for Verifying Income	• Recipient name matching the applicant • Number of dependants related to the payment being received
	When used for Commitments	• Payor name matching the applicant
Used for	• Commitments • Verifying Income	

Comprehensive Credit Report (CCR) Also known as the Credit Bureau Report	
Acceptable Document Format	Internally sourced document
Acceptable Supplier	Internally supplied
Maximum Age at Responsible Lending start date	60 days • System will automatically refresh when generated by OBP

Document must display	• Name matching the applicant (or entity)
	• Account identifier[3] and credit provider name matching the system
	  ○ when used to assess repayment history and/or details of a specific commitment
	• Date
	  ○ when manually generated outside of OBP

Used for	• Commitments • Serviceability Assessment > Amended current commitment • *Loan Application and Approval > Validation of information provided by the customer*

Contract of Sale (Property Purchase Contract)		
Acceptable Document Format	Stand-alone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When used to verify purchase details	Dated within 3 months of the date of the loan application
	When used to verify rental income	Current for the Transaction
Document must display	In all cases	• Property address • Real Estate Agents details • Date

	When used to verify purchase details	• Purchase price
		• Name(s) of the vendor(s)
		• title details
		• Name(s) of the purchaser(s)
		• Signed by Purchaser and / or Vendor
		  ○ Refer to Security Collateral Value Assessment > Contract of Sale (Purchase price)
		• Details of chattels and other items included in the purchase price (if applicable)
		  ○ Refer to Security Collateral Value Assessment > Contract of Sale (Purchase Price)
		• Any annexure, special conditions, or schedule (where applicable)
		• Lease / Leaseback arrangements (if applicable)

	When used to verify rental income	• Name of the purchaser(s) matching the applicant (or entity) • Tenancy section completed • Rental amount per cycle
Used for	• Security Collateral Value Assessment • Acceptable Security Collateral • Maximum loan term and Exit (Repayment) Strategy • Construction loans • Verifying Income	

Council rates notice	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	3 months
Document must display	• Name of property owner • Property address • Issuer name • Date
Used for	• Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy

	• Lending to Non-Australian Citizens

Court order	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	Current
Document must display	• Payor name matching the applicant • Issuer name • Nature of payment • Payment amount per cycle • Date
Used for	• Commitments

Credit Contract	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	Current
Document must display	• Account holders name matching the applicant[1] • Account number [1,3] or account identifier[1,3] • Issuer name • Issuer ABN or ACLN • Date
Used for	• Commitments

Credit provider's letter

Acceptable Document Format	Stand-alone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When the facility / account is open / active	2 months
	When the facility / account is closed	No maximum age
Document must display	In all cases	• Account holders name matching the applicant [1] • Account number [1,3] or account identifier [1,3] • Issuer name • Issuer ABN or ACLN • Date
	When the facility / account is closed	• Commentary confirming the facility / account is cancelled or closed
Used for	• Commitments	

Credit provider's email advice		
Acceptable Document Format	Written text within the body of an email	
Acceptable Supplier	Issuer	
Maximum Age at Responsible Lending start date	When the facility / account is open / active	2 months
	When the facility / account is closed	
Document must display	In all cases	• Account holders name matching the applicant [1] • Account number [1,3] or account identifier [1,3] • Issued from the provider's firm email system (not a public email

		address-e.g., gmail). • Date [5]
	When the facility / account is closed	• Commentary confirming the facility / account is cancelled or closed
Used for	• Commitments	

D

Department of Home Affairs Visa Grant Approval Letter	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Customer
Maximum Age at Responsible Lending start date	Latest issued
Document must display	• Issuer's letterhead • Name matching the borrower (or guarantor) • Visa class / subclass number • Date
Used for	• Lending to Non-Australian Citizens

Deposit receipt issued by Builder / Developer or Real Estate Agent	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	Current for the transaction
Document must display	• Name of the Builder / Developer or Real Estate Agent • Payee name matching one or more of the borrowers • Amount paid • Date
Used for	• Genuine Savings, Equity and Customer Contribution

Dividend advice	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	Latest issued to a maximum 12 months
Document must display	• Issuer name • Number of shares held • Recipient name matching the applicant • Date
Used for	• Genuine Savings, Equity and Customer Contribution

E

Employer's letter **General use**	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Employer letterhead • Employer signature • Employer ABN* • Employee's name matching the applicant • Gross income • Date *** Excludes:** • Australian Government body / departments, refer Glossary , **and** • Foreign employers who are not registered in Australia
Used for	• Verifying Income • Serviceability Assessment > Parental leave – use of 'return to work' income

Employer's email advice **General use**	
Acceptable Document Format	Written text within the body of an email
Acceptable Supplier	Issuer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Employee's name matching the applicant • Gross income • Issued from the employer's firm email system • Date[5]
Used for	• Verifying Income

Employer's letter **Partners from selected companies**	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Employer letterhead • Partner's name matching the applicant • Length of service • Previous financial year's gross income • Confirmation that the applicant is a partner of the firm • Date
Used for	• Verifying Income

Employer's email advice **Partners from selected companies**	
Acceptable Document Format	Written text within the body of an email

Acceptable Supplier	Issuer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Partner's name matching the applicant • Length of service • Previous financial year's gross income • Confirmation that the applicant is a partner of the firm • Issued by the firm's administration manager or equivalent • Issued from the firm's email system • Date[5]
Used for	• Verifying Income

Employment Contract	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	Current

Document must display	• Applicant name
	• Employer name and ABN. Excludes :
	  ○ Australian Government body / departments, refer Glossary, and
	  ○ Foreign employers who are not registered in Australia
	• Offer or employment date
	• Evidence of contract acceptance (e.g. payslip, signature, confirmation email etc.)
	• Remuneration amount

Used for	• Verifying Income • Lending to Non-Australian Citizens

Executors letter	
Acceptable Document Format	Standalone document

Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	12 months
Document must display	• Issuer's letterhead • Issuer's signature • Name of beneficiary matching the applicant • Payment amount • Date
Used for	• Genuine Savings, Equity and Customer Contribution

Executors email advice	
Acceptable Document Format	Written text within the body of an email
Acceptable Supplier	Issuer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Name of beneficiary matching the applicant • Payment amount • Issued from the provider's firm email system • Date[5]
Used for	• Genuine Savings, Equity and Customer Contribution

F

Financial statements (Refers to Profit and Loss Statement AND Balance Sheet)	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer or accountant

Maximum Age at Responsible Lending start date	End of last financial year • after 15 May it is mandatory to supply previous 30 June financials
Document must display	• Name matching the applicant (or entity) ○ Note: If only an ACN/ABN displayed an ACN/ABN search must be obtained confirming the entity name- not required for foreign statements) • Years Reflected
Used for	• Verifying Income • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Special Packages – Industry Specialisation Sector • Special Packages – Medico Sector • Self-employed Customers

Foreign tax return (including any related financial statements)	
Acceptable Document Format	Stand-alone document
Acceptable Supplier	Issuer or customer or accountant
Maximum Age at Responsible Lending start date	18 months
Document must display	• Name matching the applicant • Years reflected
Used for	• Verifying Income > Foreign income and employment

G

Government letter	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	3 months

Document must display	In all cases	• Issuer name (i.e., government department) • Nature of payment • Payment amount per cycle • Date
	When used for Verifying Income	• Recipient name matching the applicant • Number of dependants related to the payment being received
	When used for Commitments	• Payor name matching the applicant
Used for	• Verifying Income • Commitments	

I

Interim financials	
Acceptable Document Format	Standalone document
Acceptable Supplier	Customer or accountant
Maximum Age at Responsible Lending start date	2 months
Document must display	• Name matching the applicant (or entity) • Prepared by a certified accountant • Date
Used for	• Verifying Income • Self-employed Customers

Internal[2] system extract or enquiry (e.g., SAMKIT, CIS, MSS, CIS, STaR, Service Online, Lender Assist, Hogan, LIS)	
Acceptable Document Format	Internally sourced document
Acceptable Supplier	Internally supplied
Maximum Age at Responsible Lending start date	No older than Responsible Lending start date

Document must display	• Account number or account identifier[3] that can be matched to the applicant. • Period over which the information applies
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

Investment certificate		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or Customer	
Maximum Age at Responsible Lending start date	Latest issued to a maximum 12 months	
Document must display	In all cases	• Certificate holder name matching the applicant • Issuer name • Investment value • Date
	When used for Verifying income	• Payment amount
Used for	• Verifying Income • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens	

L

Lease provider's document	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer

Maximum Age at Responsible Lending start date	When the document is a Lease Credit	• current document
	All other lease provider documents	• 2 months
Document must display	• Lease reference number[3] or payor name matching the applicant • Provider name or logo • Date	
Used for	• Commitments	

Lease provider's email advice	
Acceptable Document Format	Written text within the body of an email
Acceptable Supplier	Issuer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Lease reference number [3] or payor name matching the applicant • Issued from the provider's firm email system • Date[5]
Used for	• Commitments

Licensed real estate property manager's/agent's letter or letting agent's letter		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	2 months	
Document must display	In all cases	• Issuer's letterhead • Rental property address • Date

	When used for Verifying Income	• Estimated rental amount per cycle
	When used for Commitments	• Tenant name matching applicant • Actual rental amount per cycle
	When used for Genuine Savings, Equity and Customer Contribution	• Tenant name matching applicant • Name/s of all tenant/s as per the tenancy agreement • Actual rental amount per cycle • Confirmation of rental payment history (6 months for Tier 1 genuine savings and 3 months for Tier 2)
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution	

Licensed real estate property manager's/agent's email advice or letting agent's email advice		
Acceptable Document Format	Written text within the body of an email	
Acceptable Supplier	Issuer	
Maximum Age at Responsible Lending start date	2 months	
Document must display	In all cases	• Rental property address • Issued from the provider's firm email system • Date[5]
	When used for Verifying Income	• Estimated rental amount per cycle
	When used for Commitments	• Tenant name matching applicant • Actual rental amount per cycle
	When used for Genuine Savings, Equity and Customer Contribution	• Tenant name matching applicant

		• Name/s of all tenant/s as per the tenancy agreement • Actual rental amount per cycle • Commencement date of tenancy • Confirmation of rental payment history ○ 6 months for Tier 1 genuine savings and 3 months for Tier 2
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution	

M

Managed fund statement		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or Customer	
Maximum Age at Responsible Lending start date	Most recent annual statement • after 31 October it is mandatory to supply the statement for the most recently ended financial year	
Document must display	In all cases	• Issuer name or logo • Name of fund holder matching the applicant[1] • Account number[1,3] or member number[1,3] • Investment value • Date
	When used for Verifying Income	• Payment amount
Used for	• Verifying Income • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens	

P

PAYG Payment Summary

(Can be handwritten)	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	End of last financial year • after 31 August it is mandatory to supply previous 30 June Payment summary
Document must display	• Employer name • Employer ABN • Employee name matching the applicant • Date
Used for	• Verifying Income

Payslip	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	Pay date or end of payment cycle (whichever is most recent) can be used as the age of the payslip • 12 months when used to verify Bonus Income. **otherwise** • 2 months
Document must display	• Employer and Employee name • Employer ABN* • Pay date or end of cycle • Period the payslip covers (e.g., weekly fortnightly, monthly) • Gross and net salary for this pay period • Tax paid *** Excludes:** • Australian Government body / departments, refer Glossary, **and** • Foreign employers who are not registered in Australia
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution

Private lender's letter	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Full name of the lender • Signed by the lender • Name of the debtor matching the applicant • Term of the payment or balance of the fund • Date
Used for	• Commitments

Private pension provider's letter refer to Annuity / Superannuation / Private pension

Private pension provider's email advice refer to Annuity / Superannuation / Private pension

R

Rental / lease agreement	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	Current document to a maximum of 12 months where used in isolation **Note:** where the document exceeds age of document requirements, it can be used in combination with another supporting document (e.g. transaction listing evidencing the rental deposits to an account,

	that can be linked to the rental / lease agreement), refer to Using a combination of documents to complete verification	
Document must display	In all cases	• Rental property address • Signed by tenant and landlord • Rental amount per cycle • Date
	When used for Commitments	• Tenant name matching applicant
Used for	• Verifying Income • Commitments	

Rental ledger from licensed real estate property manager / letting agent		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	2 months	
Document must display	In all cases	• Tenant name matching applicant • Rental property address • Rental amount per cycle • Date
	When used for Genuine Savings, Equity and Customer Contribution	• Full name/s of tenant/s as per the tenancy agreement • Confirmation of rental payment history
Used for	• Commitments • Genuine Savings, Equity and Customer Contribution	

Rental statement from licensed real estate property manager / letting agent	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer

Maximum Age at Responsible Lending start date	2 months
Document must display	• Property owner name matching applicant • Rental property address • Rental amount per cycle • Date
Used for	• Verifying Income

S

Salary packaging provider's document	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Lease reference number [3] or payor name matching the applicant • Provider name or logo • Date
Used for	• Commitments

Salary packaging provider's email advice	
Acceptable Document Format	Written text within the body of an email
Acceptable Supplier	Issuer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Lease reference number [3] or payor name matching the applicant • Issued from the provider's firm email system • Date[5]
Used for	• Commitments

Settlement statement	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	3 months
Document must display	• Purchaser's name matching the applicant • Property address/identifier • Date
Used for	• Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Self-employed Customers • Serviceability Assessment > Excluded mortgage liability

Share registry statement	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Name of share holder • Number of shares held • ASX code • Issuer name • Date
Used for	• Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

Statutory declaration		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Customer	
Maximum Age at Responsible Lending start date	2 months	
Document must display	In all cases	• Witnessed by an authorised party • Date
	When used for Commitments > Family loans / Private debt commitment verification	• Name of the individual making the declaration matching the lender • Signed by the lender • Name of the debtor matching the applicant
	When used for any other purpose	• Name of the applicant • Signed by the applicant making the declaration
Used for	• Commitments • Genuine Savings, Equity and Customer Contribution • Construction Loans • Guarantees	

Statement of advice (SOA) or Record of advice (ROA) (from a financial advisor / planner)	
Acceptable Document Format	Standalone document
Acceptable Supplier	Customer or Financial Planner/Advisor
Maximum Age at Responsible Lending start date	Current
Document must display	• Name of the individual that receives the advice • Projected superannuation balance up to the borrower's intended retirement age • Issuer's letterhead • Issuer's ABN and AFL number (Australian Financial services License number)

	• Issuer's signature • Authorised representative number • Date
Used for	• Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

Superannuation fund letter
refer to Annuity / Superannuation / Private pension

Superannuation fund email advice
refer to Annuity / Superannuation / Private pension

Superannuation fund statement	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	Latest Issued statement (after 31 October it is mandatory to supply the statement for the most recently ended financial year)
Document must display	• Issuer name or logo • Name of fund holder matching the applicant[1] • Account number[1,3] member number [1,3] • Account balance • Date
Used for	• Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

Superannuation fund account summary	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer

Maximum Age at Responsible Lending start date	2 months
Document must display	• Issuer name or logo • Name of fund holder matching the applicant [1] • Account number [1,3] or member number [1,3] • Account balance • Date
Used for	• Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

T

Foreign currency translation checklist	
Acceptable Document Format	Internally sourced document
Acceptable Supplier	Internally supplied
Maximum Age at Responsible Lending start date	2 months
Document must display	• Name matching the applicant • All mandatory checklist fields have been completed
Used for	• Verifying Income • Commitments • Lending to Non-Australian Citizens

Title search	
Acceptable Document Format	Internally sourced document
Acceptable Supplier	Internally supplied
Maximum Age at Responsible Lending start date	90 Days
Document must display	• Name of property owner • Date

Used for	• Genuine Savings, Equity and Customer Contribution • Acceptable Security Collateral • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Guarantees

Transaction History

Refer to the document type displaying the transaction history:
• Internal system extract or enquiry
• Westpac Group or Other Financial Institution (OFI)
  ○ Account statement
  ○ Account Summary / Extract / Overview
  ○ Account Transaction listing

U

Utility bill	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	3 months
Document must display	• Issuer name or logo • Name of property owner • Property address • Date
Used for	• Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens

V

Valuation report with rental estimate	
Acceptable Document Format	Internally sourced document

Acceptable Supplier	Internally supplied
Maximum Age at Responsible Lending start date	3 months
Document must display	• Rental property address • Estimated rental amount per cycle • Date
Used for	• Verifying Income

Vevo Visa Details Check	
Acceptable Document Format	Standalone document
Acceptable Supplier	Customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Issuer Name • Name matching the borrower (or guarantor) • Visa class / subclass number • Date
Used for	• Lending to Non-Australian Citizens

W

Westpac Property Report **(**Obtained via Property Hub **or** RPData)	
Acceptable Document Format	Internally sourced document
Acceptable Supplier	Internally supplied
Maximum Age at Responsible Lending start date	3 months
Document must display	• Property address • Estimated property value • Date

Used for	• Maximum Loan Term and Exit (Repayment) Strategy

X
Y
Z

Legend	
1	If the document does not display both the 'facility' number/identifier and the 'facility' holder's/recipient's name, then a second verification document will be required to enable you to link the primary document to your applicant. The maximum age for the 'linking' document is 12 months from Responsible Lending start date.
2	SGB / BoM / BSA and RAMS are considered to be external providers
3	Truncated facility numbers identifiers are acceptable if at least the last 4 numbers are visible e.g. xxxx xxxx xxxx 0351)
4	For screenshots: • If the issuer displays a date within the screenshot, this date is to be used • If the issuer has not displayed a date within the screenshot, the screenshot capture date (from the mobile device or computer) is to be present and used
5	If the document does not specify a date, the date of the email can be used as the age of the document

Change History

Amendment number	Amendment issue date	Description of changes
1	3 November 2021	First OBP issue online for Brokers on the OKA platform.
2	21 November 2021	New version 9.0 of MDSM attached. New document type added, ATO Pre-filling report, able to be used for income verification.
3	22 May 2022	**Change 1** Updated section 'Maximum age of documents'. Document age will be measured from the 'Responsible Lending Start date' (previously measured from "Full Application date')

Amendment number	Amendment issue date	Description of changes
		Change 2 New version 10. of MDSM attached **Change 3** Deleted section 'Full Application Date definition'
4	17 July 2022	New version 11.0 of MDSM attached - refer to MDSM for details of change
5	21 August 2022	**Change 1** Three new document types added • Australian Taxation Office Superannuation 'fund details' extract from myGov portal. Can be used to verify exit strategy. • Department of Home Affairs Visa Grant Approval letter • Vevo Visa Details Check One document removed • **Proloan Overtime and or LVR.90% Declaration** **Change 2** Policy and Procedure Re-Write **Change 3** Change **from** 'Deed Poll' **to** 'Name change certificate'

6	2 October 2022	**Change 1**
		Under section 'Minimum Document Standards Table':
		• **Moved the rules under sub-section 'Rules to apply to all applicable documents' to a new 'Legend' table at the bottom of the document**
		• **Deleted below redundant footnotes and re-numbered remaining footnotes:**
		  ○ #2 'Letter' means 'in the form of a stand alone document' (which can be attached to an email)
		  ○ -#3 "Email advice' means 'in the form of text within the body of an email'
		  ○ -#5 If both account number and account name are not present, you must be able to match the document to the applicant
		• **Deleted section heading 'Rules to apply to all applicable documents'**
		• **For all document types listed:**
		  ○ Created links between existing footnotes and the 'new 'Legend' table'
		  ○ Deleted the row titled 'Refer to Rules to apply to all applicable documents' (superseded by links created above)
		  ○ Wherever footnote # 1 already applied to a document, corrections made to ensure that #1 is included against both 'facility' number/identifier and 'facility' name fields (house-keeping change)
		• Updated the below documents to allow truncated numbers:

Amendment number	Amendment issue date	Description of changes
		◦ Account statement, Account summary / extract / overview, Account transaction listing, 'Buy Now Pay later' provider document from digital application or internet site (For fixed term facilities), Comprehensive Credit Report (CCR), Credit contract, Credit provider's letter, Credit provider's email advice, Internal system extract or enquiry, Lease provider's document, Lease provider's email advice, Managed fund statement, Salary packaging provider's document, Salary packaging provider's email advice, Superannuation fund statement, Superannuation fund account summary • Added footnote 1 to the below documents **(correction of accidental deletions in last update)** ◦ Credit provider's letter, Superannuation fund statement, Superannuation fund account summary **Change 2** Updates to: • Australian Taxation Returns - Add- can be handwritten • BAS - Add - can be handwritten • Contract of sale - Add -Name of the purchaser(s) matching the applicant (or entity) • Dividend advise - Add - Number of shares held, and Amend 'Payment amount' to 'Private Wealth' only • Employers Letter (Partners of selected firm) - Add - date • Financial Statements - Amend date to years reflected • Foreign tax return - Amend date to years reflected • Payslip - Add - Pay date or end of cycle date • Settlement Statement - Amend - Can be used for commitments • Statement of advice (SOA) or Record of advice (ROA) (from a financial advisor / planner) - Amend - Acceptable Supplier to Customer or Financial Planner/Advisors **Change 3** • Change policy references from 'Migrant lending' to new policy name 'Lending to Non-Australian Citizens' **Change 4** Policy correction, content altered when transferred from MDSM Document type – Contract of sale (property purchase contract) When used to verify purchase details Maximum age at responsible lending start date **Old wording** Current for the transaction **New wording** Dated within 3 months of the date of the loan application **Change 5** **Policy correction, document type names were changed when content transferred from MDSM** **Incorrect wording** Employer's contract – for general use Employer's contract – Executive Employer's contract – Professional sportsperson **Correct wording**

Amendment number	Amendment issue date	Description of changes
		Employment contract – for general use Employment contract – Executive Employment contract – professional sportsperson

7	20 November 2022	**Change 1**
		Under section 'Minimum Document Standards Table':
		• Update to Documents must display for "Credit Contract" and "Credit Provider Letter"
		  ○ Old Wording - Issuer ABN and ACLN
		  ○ New Wording- Issuer ABN or ACLN
		Change 2
		New section added **2.4 When supporting documents are not in English or display a currency other than AUD**
		In all cases where the supporting documents are not in English **or** a currency other than Australian dollars (AUD) is displayed on the document, the Foreign currency translation checklist is to be completed.
		The Foreign currency translation checklist is part of the Home Lending Toolkit Calculator. OBI > Business Services > Home Lending > lending Tools: WBC / SBG / BoM / BSA
		Where the supporting documents are in a language other than English:
		• The applicant is to supply both the original document and an English translation prepared by an accredited translator at their own cost.
		• The translated document is to be stamped with translators NAATI stamp
		Translation of documents by either a Westpac Group staff member **or** a Westpac Group Finance Broker is not permitted. Refer *https://www.naati.com.au/#* for a list of translators in your local area (click on the "online directory").
		
		Change 3
		Document renamed from 'Translation checklist' to 'Foreign currency translation checklist' this update has been made to reflect the name used in the Home lending toolkit calculator.
		
		Change 4
		The below document types have been merged under a single heading:
		Old
		• Contract of sale (property purchase contract) When used to verify purchase details – see below for use to verify rental income
		• Contract of Sale (Property Purchase Contract) When used to verify rental income – see above for use to verify purchase details
		New

Amendment number	Amendment issue date	Description of changes

		• Contract of Sale
		
		Change 5
		For each document type, the 'used for' section has been updated to reflect the actual related policy name chapter
		
		Change 6
		There has been some reformatting of the content in 'Document must display' section for some document types. Primarily where there are different display rules for different related policies. The rules have not changed, only the way the information has been presented.
		
		Change 7
		Four new document types added:
		• Australian Taxation Office Study and Support Loan (STSL) Statement extract from myGov Portal – For Proloan Lending Policy (WBC Brand Only)
		• Child Support Assessment extract from myGov Portal
		• Deposit receipt issued by Builder / Developer or Real Estate Agent
		• Australian Tax Return lodgement extract from MyGov Portal
		
		Change 8
		• Under section:
		  ○ 'Minimum Document Standards Table':
		  ▪ Added document type '**Australian Tax Return lodgement extract from MyGov Portal'**
		  ○ **'Acceptable and unacceptable document formats, delivery methods and suppliers >** Documents supplied to the Lender (internal staff) **by a referrer', added document and wording highlighted in bold:**
		'Only where:
		• ○ ▪ The referrer is the customer's accountant
		and
		▪ The supporting document is an Australian Tax Return supported by:
		▪ an Australian Tax Office Notice of Assessment, **or**
		▪ **Australian Tax Return lodgement extract from MyGov Portal'**

8	19 February 2023	**Change 1** **New sub-section added '2.4 Using a combination of documents to complete verification'** **(Note due to adding new section the remaining sections in this chapter have been renumbered)** **New content** **Using a combination of documents to complete verification** It is acceptable to use either a single supporting document, or a

Amendment number	Amendment issue date	Description of changes

		combination of documents to complete verification activities for the following policies:
		• Verifying Income
		• Commitments*
		
		* Note: Includes the following non-discretionary expense types:
		• outgoing child support (maintenance) payments
		• outgoing alimony (spousal support)
		• outgoing rent / board
		
		Where a combination of documents is used, a document override code will not be required to be entered where the below are met:
		• A clear link can be established between each document provided (e.g. account number matched on each document); and
		• The combined documents display all of the mandatory to verify requirements as specified for the verification activity being completed and documented in:
		  ○ Verifying Income
		  ○ Commitments
		  ○ Document Standards
		
		Where policy requires the verification document to include both the account holder name and account number / identifier, and the primary document does not display both, then a second verification document is required to link the primary document to the applicant. The maximum age of the 'linking' document is 12 months from the Responsible Lending start date
		Examples of acceptable document combinations include, but are not limited to the following:
		• **Commitment verification** – a transaction summary is provided which displays the account number but not the account holder's name. If used in isolation, the transaction summary does not meet document standards. A second supporting document, such as an account statement (that may not meet the maximum age of document requirements for that document) may be obtained to connect the transaction summary to the applicant.
		• **Income verification** – a payslip does not detail the period the payslip covers, however an internal system extract confirms the applicant is paid weekly. The internal system extract can be used as the second supporting document.
		
		Where the combination of documents supplied do not include all of the mandatory information required to enable the verification activity to be completed, lenders / assessors must obtain an alternate acceptable document.
		If no other acceptable document is available, the broker / assessor may refer the application to Credit for consideration, where supported by strong mitigants and justification within application comments.

Amendment number	Amendment issue date	Description of changes
		Change 2 **Update and rewording of content in section 2.5 Name Variations** **Old wording** The names of borrowers and guarantors must be correct in the loan origination system. While an exact name match of verification documents to the loan origination system is preferable, it is possible for minor discrepancies to be accepted. The intent of this policy is to allow minor name variations. The list is intended as a guide and should not be taken as the only allowable scenarios / examples.

Name variation acceptable under policy - without further verification	
Scenario / example	**Requirements to be acceptable under policy**
Borrower / guarantors name not shown in full E.g. Middle names missing Verification document shows Jane Doe Correct name in origination system is Jane Anne Doe E.g. Middle name shows as an initial Verification document shows Jane A. Doe Correct name in origination system is Jane Anne Doe E.g. Hyphen shows which is applicable or not applicable Verification document shows Yang-yu Chen Correct name in origination system is Yang Yu Chen E.g. Name split is not shown correctly Verification document shows Yiling Wang	The list is intended as a guide and should not be taken as the only allowable scenarios / examples. The name variation is minor and can be accepted without a further verification document or comment in the loan origination system.

Amendment number	Amendment issue date	Description of changes	
		Correct name in origination system is Yi Ling Wang E.g. Name split is not shown correctly Verification document shows Ching Yu Chan Correct name in origination system is Chingyu Chan E.g. use of shortened or common name Verification document name Bob Brown Correct name in origination system is Robert Brown E.g. Names listed out of order such as surname listed first where there is an indication of which is the surname Verification document shows KUMAR, Dhruv Correct name in origination system is Dhruv Kumar	
		Employer / supplier name shortened or abbreviated variation when compared E.g. • Verification document shows Westpac Banking Corporation • Loan application and or origination system shows Westpac or WBC E.g. Propriety Limited shown as Pty Ltd E.g. Propriety Limited or Pty Ltd are not showing • Loan application and or origination system shows as ABCD • Correct name is ABCD Propriety Limited	The list is intended as a guide and should not be taken as the only allowable scenarios / examples. The name variation is minor and can be accepted without a further verification document or comment in the loan origination system. **Note:** It is best practice to ensure employer entered in originations matches employer name as stated on payslips

Amendment number	Amendment issue date	Description of changes
		E.g. Word or words missing • Loan application and or origination system shows as George Cleaning • Correct name is George Cleaning Services Pty Ltd E.g. Other name shortenings • Australia shown as Aust. • Plural term missing or included in error

Name variation acceptable under policy - with another document or comment.	
Scenario / example	**Requirements to be acceptable under policy**
Borrower / guarantors name differs in a minor way. E.g. Verification document name Andy Wang Pay credited to an account in name of Zhang Wang Correct name in origination system is Zhang Wang E.g. Use of initial and surname Verification document shows initial and surname such as J. Doe Correct name in origination system is Jane Anne Doe E.g. Use of a middle name instead of a first	The list is intended as a guide and should not be taken as the only allowable scenarios / examples. The name variation may be accepted when: • Name can be verified via an alternative source e.g. Amount on payslip is credited to an account in the correct name **or** • A comment is added to the loan origination system justifying acceptance of the name variation /document

Amendment number	Amendment issue date	Description of changes	
		name Verification document shows Anne Smith Correct name in origination system is Mary Anne Smith	
		Borrower / guarantors name differs E.g. Birth or former name used but marriage certificate held linking to name in loan application • Verification document shows Joan Single • Correct name in origination system is Joan Married	Marriage certificate held showing Single to Married
		Borrower / guarantors name differs E.g. Alternate name used but name change certificate held linking to name in loan application • Verification document shows Clint East • Correct name in origination system is John West	• Name change certificate held showing name change
		Employer / supplier differs E.g. business or trading name of the controlling company • Loan application and or origination system shows employer as BankSA	Name can be verified via an alternative source e.g. ABN search held confirming link between names or other information on payslip provided links with loan application or origination system or A comment is added to the loan origination system justifying acceptance of the name variation /document

Amendment number	Amendment issue date	Description of changes

• Verification document shows Westpac Banking Corporation	Note: It is best practice to ensure employer entered in originations matches employer name as stated on payslips

Name variation acceptable with use of authority	
Scenario / example	Requirements to be acceptable under policy
Borrower / guarantors name differs E.g. Just the surname listed Verification document shows Khoury Correct name is Nour Khoury E.g. Nicknames Verification document shows Ironman Smith Correct name is Simon Smith E.g. Adopted names / anglicised name where the applicant's legal name is different to adopted name (and no other supporting document held such as pay credits to an account in the correct name) Verification document shows John Wang Correct name is Zhang Wang	Appropriate authority e.g. OVA to accept the verification document held, **and** A comment is added to the loan origination system justifying acceptance of the document

Name variation not acceptable	
Scenario / example	**Requirements to be acceptable under policy**
E.g. Birth or former name used where marriage certificate not held linking	Do not proceed with loan application until further enquiries are made. E.g.

Amendment number	Amendment issue date	Description of changes

to name in loan application • Verification document shows Joan Single • Marriage certificate not held showing Single to Married • Correct name is Joan Married	Borrower / guarantor to supply marriage certificate held showing Single to Married
E.g. Name change where name change certificate not held • Verification document shows Clint East • Name change certificate not held showing Clint East to John West • Correct name is John West	Do not proceed with loan application until further enquiries are made. E.g. Borrower / guarantor to supply Name change certificate held showing name change
E.g.. Alias, i.e. a false name used to conceal an identity • Verification document shows Alfred Jones • Correct name is John Smith	Do not proceed with loan application

New wording
The names of borrowers and guarantors must be correct in the loan origination system.
Where a verification document(s) shows a name mismatch to the loan origination system, policy allows minor name variations to be accepted without referring to Credit or applying an override.

The tables below list a number of acceptable name variation scenarios / examples and are intended as a guide only, i.e. they should not be taken as the only allowable scenarios / examples.

Category 1: Minor name discrepancies
Where verification document is used for Income and/or Commitments.

Amendment number	Amendment issue date	Description of changes

Scenario	Verification document shows:	Legal Name	Requirements to be acceptable under policy
Full name not shown	*Jane Doe*	Jane Anne Doe	**No further action required** The name variation is minor and can be accepted without obtaining a further verification document or entering a comment in the loan origination system
Middle name shown as an initial	*Jane A. Doe*	Jane Anne Doe	
Hyphen is either: • not shown; or • shown	*Jane-Anne Doe*	Jane Anne Doe	
	Yiling Wang	Yi-Ling Wang	
Name split is not shown correctly	*Ching Yu Chan*	Chingyu Chan	
	Yiling Wang	Yi Ling Wang	
Shortened or common name	*Bob Brown*	Robert Brown	
Names listed out of order e.g. surname listed first	*Kumar, Dhruv*	Dhruv Kumar	

Category 2: Customer has formally changed their name

Scenario	Verification document shows:	Legal name	Requirements to be acceptable under policy

Amendment number	Amendment issue date	Description of changes

Name change	*Clint East*	John West	Further enquiries are to be made. The verification document is acceptable where: • The name on the verification document can be linked to the legal name of the borrower (or guarantor) via Change of Name certificate; **AND** The certificate is uploaded to OBP
Married, birth or former name used	*Joan Single*	Joan Married	Further enquiries are to be made. The verification document is acceptable where: • The name on the verification document can be linked to the legal name of the borrower (or guarantor) via a copy of marriage certificate or birth certificate; **AND** • The certificate is uploaded to OBP

Category 3: Employer Name

Scenario	Income verification	Legal name	Requirements to be

Amendment number	Amendment issue date	Description of changes			
			document shows:		**acceptable under policy**
		Employer name shortened or abbreviated variation	*Westpac or WBC*	Westpac Banking Corporation	**No further action required** The name variation is minor and can be accepted without obtaining a further verification document or entering a comment in the loan origination system.
			ABCD or ABCD Pty Ltd	ABCD Propriety Limited	
		Missing Propriety Limited or Pty Ltd	*George Cleaning*	George Cleaning Services Pty Ltd	
		Other name shortenings	*Cleaning Aust.*	Cleaning Australia	
		Employer / supplier differs E.g. business or trading name of the controlling company	*BankSA*	Westpac Banking Corporation	The verification document is acceptable where: • The legal name can be verified via an alternate document or source, e.g. ABN search **OR** • A comment is added to the loan origination system justifying the acceptance of the name variation / document

Amendment number	Amendment issue date	Description of changes

			Note: If an additional supporting document is obtained it must be uploaded to OBP.

Category 4: Other name discrepancy examples

Where verification document is used for Income and/or Commitments. Name Variance	Verification document shows:	Legal name	Requirements to be acceptable under policy
Use of initial and surname	*J. Doe*	Jane Anne Doe	The verification document is acceptable where: • The name on the verification document can be linked to the legal name of the borrower (or guarantor) via an alternate source or another acceptable document. E.g. the amount on the payslip is credited to an account in their legal name (verified to internal system extract or enquiry or
Use of a middle name instead of first name	*Anne Smith*	Mary Anne Smith	
Surname only listed	*Khoury*	Nour Khoury	

Amendment number	Amendment issue date	Description of changes

Nickname used	*Ironman Smith*	Simon Smith	account statement) **AND** • A comment is entered in the loan origination system justifying acceptance of the name variation / document **Note**: If an additional supporting document is obtained it must be uploaded to OBP.
Adopted or anglicised name where differs to legal name	*John Wang*	Zhang Wang	

Unacceptable Name Variations

Verification document	Legal name	Issue	Requirements to be acceptable under policy
Alfred Jones	John Smith	False name used to conceal an identity	Do not proceed with loan application

Change 3
Update to document type – **Account statement**
Old wording

Account Statement	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer

Amendment number	Amendment issue date	Description of changes

Maximum Age at Responsible Lending start date	2 months

Document Must Display	• Issuer name or logo
	• Account holder/s name matching the applicant
	• BSB and account number [3] or account identifier [3]
	• The period over which the information applies
	• Any credit and or debit transaction displayed must also include
	  ○ Date
	  ○ Amount
	  ○ Narrative (not required for foreign statements)
	  ○ Current or closing balance

Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Special Packages – Private Wealth High Net Worth

New wording

Account Statement		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible	When the account is	2 months

Amendment number	Amendment issue date	Description of changes

Account Statement		
Lending start date	open / active	
	When the account is closed	No maximum age
Document Must Display	In all cases	• Issuer name or logo • Account holder/s name matching the applicant • BSB and account number[3] or account identifier[3]

	When the account is open / active	• The period over which the information applies
		• Any credit and or debit transaction displayed must also include:
		  ○ Date
		  ○ Amount
		  ○ Narrative (not required for foreign statements)
		  ○ Current or closing balance

	When the account is closed	• Date • Narrative must confirm account is closed
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Special Packages – Private Wealth High Net Worth	

Amendment number	Amendment issue date	Description of changes
		Change 4 Update to document type – **Account Summary / Extract / Overview** Old wording

Account Summary / Extract / Overview **If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'**	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Issuer name, logo, or stamp • Account holder/s name matching the applicant [1], [3] • BSB and account number [1] or account identifier [1], [3] • The period over which the information applies • Date [4] ○ **Note**: 'The period over which the information applies' can be used to determine the date
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Special Packages – Private Wealth High Net Worth

Amendment number	Amendment issue date	Description of changes
		New wording

Account Summary / Extract / Overview If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When the account is open / active	2 months
	When the account is closed	No maximum age
Document must display	In all cases	• Issuer name, logo, or stamp • Account holder/s name matching the applicant [1], [3] • BSB and account number [1] or account identifier [1], [3]
	When the account is open / active	• The period over which the information applies • Date [4] **Note**: 'The period over which the information applies' can be used to determine the date
	When the account is closed	• Date [4] • Narrative must confirm account is closed

Amendment number	Amendment issue date	Description of changes

Account Summary / Extract / Overview If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'		
		Note: 'The period over which the information applies' can be used to determine the date
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Special Packages – Private Wealth High Net Worth	

Change 5
Update to document type – **Account Transaction listing**
Old wording

Account Transaction listing If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Issuer name, logo, or stamp (not required for Internal [2] Accounts) • Account holder/s name matching the applicant [1] (not required for Internal [2] Accounts)

Amendment number	Amendment issue date	Description of changes

	• BSB and account number [1, 3] or account identifier [1, 3] (For internal [2] accounts, the number must be matched to the applicant)
	• The period over which the information applies
	• Any credit and / or debit transaction displayed must also include:
	  ○ date
	  ○ amount
	  ○ narrative

Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Special Packages – Private Wealth High Net Worth

New wording

Account Transaction listing If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When the account is open / active	2 months
	When the account is closed	No maximum age

Amendment number	Amendment issue date	Description of changes

Account Transaction listing
If this document meets the 'Document must display' requirements of an 'Account statement', it may be used as an 'Account statement'

Document must display	In all cases	• Issuer name, logo, or stamp (not required for Internal [2] Accounts) • Account holder/s name matching the applicant [1] (not required for Internal [2] Accounts) • BSB and account number [1, 3] or account identifier [1, 3] (For internal [2] accounts, the number must be matched to the applicant)
	When the account is open / active	• The period over which the information applies • Any credit and / or debit transaction displayed must also include: • date • amount • narrative
	When the account is closed	• Date [4] • Narrative must confirm account is closed **Note**: 'The period over which the information applies' can be used to determine the date
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution • Maximum Loan Term and Exit (Repayment) Strategy • Lending to Non-Australian Citizens • Special Packages – Private Wealth High Net Worth	

Amendment number	Amendment issue date	Description of changes

Change 6
Update to document type – **Credit provider's letter**
Old wording

Credit provider's letter	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Account holders name matching the applicant [1] • Account number [1, 3] or account identifier [1, 3] • Issuer name • Issuer ABN **or** ACLN • Date
Used for	• Commitments

New wording

Credit provider's letter		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	When the facility / account is open / active	2 months

Amendment number	Amendment issue date	Description of changes

Credit provider's letter		
	When the facility / account is closed	No maximum age
Document must display	In all cases	• Account holders name matching the applicant [1] • Account number [1], [3] or account identifier [1], [3] • Issuer name • Issuer ABN **or** ACLN • Date
	When the facility / account is closed	• Commentary confirming the facility / account is closed
Used for	• Commitments	

Change 7
Update to document type – **Credit provider's email advice**
Old wording

Credit provider's email advice	
Acceptable Document Format	Written text within the body of an email
Acceptable Supplier	Issuer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Account holders name matching the applicant [1] • Account number [1], [3] or account identifier [1], [3]

Amendment number	Amendment issue date	Description of changes

	• Issued from the provider's firm email system (not a public email address e.g. gmail). • Date [5]
Used for	• Commitments

New wording

Credit provider's email advice		
Acceptable Document Format	Written text within the body of an email	
Acceptable Supplier	Issuer	
Maximum Age at Responsible Lending start date	When the facility / account is open / active	2 months
	When the facility / account is closed	No maximum age
Document must display	In all cases	• Account holders name matching the applicant [1] • Account number [1], [3] or account identifier [1], [3] • Issued from the provider's firm email system (not a public email address e.g. gmail). • Date [5]

Amendment number	Amendment issue date	Description of changes

Credit provider's email advice		
	When the facility / account is closed	• Commentary confirming the facility / account is closed
Used for	• Commitments	

Change 8
Update to document type – **Rental / lease agreement**
Old wording

Rental / lease agreement		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or customer	
Maximum Age at Responsible Lending start date	Current document to a maximum of 12 months	
Document must display	In all cases	• Rental property address • Signed by tenant and landlord • Rental amount per cycle • Date
	When used for Commitments	• Tenant name matching applicant
Used for	• Verifying Income • Commitments	

Amendment number	Amendment issue date	Description of changes
		New wording **Rental / lease agreement** Acceptable Document Format: Standalone document Acceptable Supplier: Issuer or customer Maximum Age at Responsible Lending start date: Current document to a maximum of 12 months where used in isolation. **Note:** where the document exceeds age of document requirements, it can be used in combination with another supporting document (e.g. transaction listing evidencing the rental deposits to an account, that can be linked to the rental / lease agreement), refer to Using a combination of documents to complete verification Document must display: In all cases: • Rental property address • Signed by tenant and landlord • Rental amount per cycle • Date Document must display: When used for Commitments: • Tenant name matching applicant Used for: • Verifying Income • Commitments
9	19 February 2023	Minor typo correction
10	26 March 2023	**Change 1** **Updated section 2.8 Minimum Document Standards Table >**

Amendment number	Amendment issue date	Description of changes
		Payslips and Employer letter – for general use, to clarify that an employer ABN is not required on documents issued from: • Australian Government body / departments, refer Glossary, **and** • Foreign employers who are not registered in Australia **Change 2** **Deleted below document type 'Salary Sacrifice Declaration Form' and references to the form (form replaced by OBP functionality):**

Salary sacrifice declaration	
Acceptable Document Format	Standalone document
Acceptable Supplier	Customer
Maximum Age at Responsible Lending start date	2 months
Document must display	• Signed by the applicant making the declaration • Name of the individual making the declaration matching the applicant • Employer name matching the loan application • All fields related to the type of salary sacrifice have been completed • Amounts declared are supported by the deduction shown on the pay document • Date
Used for	Verifying Income

Change 3
Updated section 'Name Variations > Category 3: Employer name to include the below. Clarification change only, to move the rule from the 'Verifying Income' chapter to this chapter.
Scenario: Employer name missing
Income verification document shows: No employer name
Legal name: Westpac Banking Corporation
Requirements to be acceptable under policy:
The verification document is acceptable where:
• The legal name can be verified via an ABN search

Amendment number	Amendment issue date	Description of changes

		Change 4
		Updated maximum age for 'Payslip'. Clarification change only, to move the rule from the 'Verifying Income' chapter to this chapter.
		Changed from
		2 months. Pay date or end of payment cycle (whichever is most recent) can be used as the age of the payslip
		Changed to:
		<u>When used for verifying Income:</u>
		Pay date or end of payment cycle (whichever is most recent) can be used as the age of the payslip
		• 2 months, **or**
		• 4 months when:
		  ○ supported by current account statement or account transaction listing or account summary / extract / overview:
		  ▪ meeting the minimum standards for that document, **and**
		  ▪ evidencing:
		  ▪ source is consistent with payslip. Employer is the same, **and**
		  ▪ frequency of deposit is consistent with pay cycle, **and**
		  ▪ amount credited to account is equal to or greater than net amount shown on payslip (where amount credited is greater, the amount shown on payslip applies)
		<u>When used for other purposes:</u>
		Maximum age: 2 months. Pay date or end of payment cycle (whichever is most recent) can be used as the age of the payslip

11	24 April 2023	**Australian Taxation Office Notice of Assessment (ATO NOA)** Used for section – added: • Serviceability Assessment > Apportioned household expenses and shared commitments - Spousal same household
12	21 May 2023	Throughout document, redirected references and links from 'Validation of information provided by the customer' policy chapter to 'Loan Application and Approval > Validation of information provided by the customer'. Housekeeping change only
13	2 July 2023	Update to: • Credit Providers letter • Credit Provider email Expanded to show: When facility / account is closed; Commentary confirming facility / account is **cancelled** or closed
14	20 August 2023	**Change 1** Add: • Westpac Property Report **Change 2**

Amendment number	Amendment issue date	Description of changes
		• Updated section 2.4 to add a link to the Minimum Document Standards Table • Updated section 2.8 Minimum Document Standards Table to include the following note: **Note:** Where a supporting document being used to complete a verification activity, as required in Verifying Income or Commitments, does not contain all the mandatory information to be displayed on the document on its own, according to the verification activity, refer Using a combination of documents to complete verification **Change 3** Updated 'Minimum Document Standards Table > Payslip' to include maximum age '12 months when used to verify Bonus Income'
15	8 October 2023	**Change 1** **Added 'Transaction History'** **Change 2** **Under Rules to apply the following has been added for clarification:** All supporting documents provided to the bank containing Tax file numbers must be redacted before uploaded to ApplyOnline.
16	19 November 2023	**Change 1** Updated references to "Self-employed Applicants" to "Self-employed Customers"
17	18 February 2024	**Change 1** Updated "statutory declaration" to show and correct who needs to complete the declaration **Change 2** Updated section 2.4 'Using a combination of documents to complete verification' to remove reference to board due to no longer requiring verification
18	7 April 2024	**Change 1** **Amalgamation of Document requirements for** Annuity/Superannuation/Private pension – for both letter and email advise to align with change to Verify income policy combining these income sources **Change 2** Update to "Using a combination of documents to complete verification" – to show additional example for use in combining of documents **Change 3**

Amendment number	Amendment issue date	Description of changes
		Throughout document included references to 'imaged and held on the loan file (e.g for non-ApplyOnline loan variations)' Change made to reflect the requirements where the policy is applied to non-OBP supported loan variation activities. Clarification only change

19	19 May 2024	**Change 1**
		Updated section 'Name Variations':
		• **Moved the below acceptable name variation scenario from 'Category 4' to 'Category 1':**
		  ○ Scenario: Use of initial and surname
		  ○ Verification Document shows: J.Doe
		  ○ Legal Name: Jane Anne Doe
		Change 2
		Added "Insurance premium funding" to the "Account Statement" document standard

20	30 June 2024	**Change 1** Employment contract combined for General Use, Executive and Professional Sportsperson and named "Employment Contract" with combined and simplified document standard requirements for all 3 categories. **Change 2** Document standard requirements for Payslip updated and simplified : **Old**

Payslip		
Acceptable Document Format	Standalone document	
Acceptable Supplier	Issuer or Customer	
Maximum Age at Responsible Lending start date	When used for Verifying Income	Pay date or end of payment cycle (whichever is most recent) can be used as the age of the payslip • 12 months when used to verify Bonus Income, **otherwise:** • 2 months, **or** • 4 months when:

Amendment number	Amendment issue date	Description of changes
		Payslip
		○ supported by current account statement or account transaction listing or account summary / extract / overview : ▪ meeting the minimum standards for that document, **and** ▪ evidencing: ▪ source is consistent with payslip. Employer is the same, **and** ▪ frequency of deposit is consistent with pay cycle, **and** ▪ amount credited to account is equal to or greater than net amount shown on payslip (where amount credited is greater, the amount shown on payslip applies)
		When used for other purposes: 2 months • Pay date or end of payment cycle (whichever is most recent) can be used as the age of the payslip
		Document must display: • Employer name • Employer ABN* • Employee name matching the applicant • Period the payslip covers (e.g., weekly fortnightly, monthly) • Base salary (if applicable) • Gross salary for this pay period • Net salary for this pay period • Tax paid • YTD figures (if YTD payslip) • Pay date or end of cycle *** Excludes:**

Amendment number	Amendment issue date	Description of changes

Payslip	
	• Australian Government body / departments, refer Glossary, **and** • Foreign employers who are not registered in Australia
Used for	• Verifying Income • Commitments • Genuine Savings, Equity and Customer Contribution

New

Payslip	
Acceptable Document Format	Standalone document
Acceptable Supplier	Issuer or Customer
Maximum Age at Responsible Lending start date	Pay date or end of payment cycle (whichever is most recent) can be used as the age of the payslip • 12 months when used to verify Bonus Income, **otherwise:** • 2 months
Document must display	• Employer and Employee name • Employer ABN* • Pay date or end of cycle • Period the payslip covers (e.g., weekly fortnightly, monthly) • Gross and net salary for this pay period • Tax paid *** Excludes:** • Australian Government body / departments, refer Glossary, **and** • Foreign employers who are not registered in Australia
Used for	• Verifying Income • Commitments

Amendment number	Amendment issue date	Description of changes
		Payslip • Genuine Savings, Equity and Customer Contribution

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