

## **IDV & VOI Changes**

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May 2024

**IDV & VOI**

**Simplification**

**Standardisation**

WE ARE

 GROUP

# Summary of changes- Broker IDV & VOI

ID method available	Description	What's changing	Benefit
Digital IDV & VOI <b>Recommended</b>	<p>When to use: Recommended IDV &amp; VOI option</p> <p>Channel: Digital</p> <p>Impacted Brands: Westpac, St George, Bank of Melbourne &amp; BankSA</p> <p>Where to access: Via ApplyOnline</p> <p>Requirement: Single ID document</p>	<ul style="list-style-type: none"> <li>• <b>Improved:</b> NextGen ID will be updated to ask for 1 copy of photo ID rather than 2 copies.</li> <li>• <b>New:</b> NextGen ID solution will be uplifted to provide customer with 3 attempts if they fail.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Increase</b> NextGen ID pass rate for customers.</li> <li>• Provide <b>flexibility &amp; improve customer experience</b> by giving opportunity to retry when they fail initially.</li> </ul>
Face 2 Face IDV & VOI	<p>When to use: When NextGen ID is failed</p> <p>Channel: Manual</p> <p>Impacted Brands: Agency change for Westpac &amp; VOI form change for all brands</p> <p>Where to access: via ApplyOnline</p> <p>Requirement: Provide copy of ID and attest in AOL that they have met customer face to face</p>	<ul style="list-style-type: none"> <li>• <b>New:</b> Westpac brokers will act as an agent for the bank. Brokers can upload a copy of ID in AOL and removes the need for Westpac customers to visit branch for ID purpose.</li> <li>• <b>New:</b> Manual VOI form (PDF) removed. Broker to attest VOI declaration in AOL that they have met customers face to face.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Removes unnecessary reworks</b> if Broker has completed VOI PDF form incorrectly.</li> <li>• <b>Name issues identified</b> and corrected earlier ensuring: <ul style="list-style-type: none"> <li>• Loan offer docs correct</li> <li>• Reduction of Setts rework to approvals</li> <li>• Increase On Day Settlement</li> </ul> </li> </ul>
Video Conference ID & VOI <b>Exception</b>	<p>When to use: When NGID is failed</p> <p>Channel: Video Conference</p> <p>Impacted Brands: Westpac, St George, Bank of Melbourne &amp; BankSA</p> <p>Where to Access: Form available via Broker Hub and Broker Website</p> <p>Requirement: Submit the Video conference VOI form &amp; secure approval before submission</p>	<ul style="list-style-type: none"> <li>• <b>New:</b> Video conference IDV &amp; VOI method will be used only when the customer is remote and in vulnerable circumstances and have failed NextGen ID or cannot see the broker face to face.</li> <li>• <b>New:</b> Brokers to request for an exemption to use Video Conference for IDV/VOI via email to Westpac before submission.</li> <li>• <b>New:</b> Once approval granted broker can lodge the application with the copy of the approval attached to the submission.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Provides confidence</b> to broker that Video IDV/VOI will be accepted when they lodge the application</li> <li>• Provides an <b>option to customers</b> who failed NextGen ID and cannot see brokers face to face for valid reason.</li> </ul>
Other scenarios such as customer overseas or has no Photo ID	Broker refresher on current process	<ul style="list-style-type: none"> <li>• No Change</li> </ul>	<ul style="list-style-type: none"> <li>• Refresher for brokers on current process</li> </ul>