

Processor's Guide – How a processor should submit Documents on behalf of a Broker

Emails regarding document submissions that originate from docs@loans.auswidebank.com.au will be sent to the brokers nominated primary email address. This will be the email address that the broker declared at the time of accreditation. It will not recognise an email addressed that is added in ApplyOnline when submitting the application.

When the broker wishes to utilise the services of a processor they will need to forward the emails they receive to the processor. The processor will need to follow the below steps. **Please note:** These steps should only be used by the processor when dealing with emails from docs@loans.auswidebank.com.au



The screenshot shows an email header from 'Auswide Bank – Supporting Documents' with the email address '<docs@loans.auswidebank.com.au>'. The subject line is 'Application Received - Ready For Supporting Documents Submission - 000123456'.

Example of Email that will be received:
Note email has been received from docs@loans.auswidebank.com.au and has only been sent to one party which is the nominated email address for the accredited broker.

HOW TO ACTION:

Step 1: The processor clicks “Reply” Or “Forward” on the email that has been forwarded to them from the Broker.

Step 2: The processor **MUST** change the “To” address to docs@loans1.auswidebank.com.au.

Note: this is a different address to the address the email was originally sent from.

Step 3: Processor attaches the required documents to the email, be it for the MIR or initial submission.

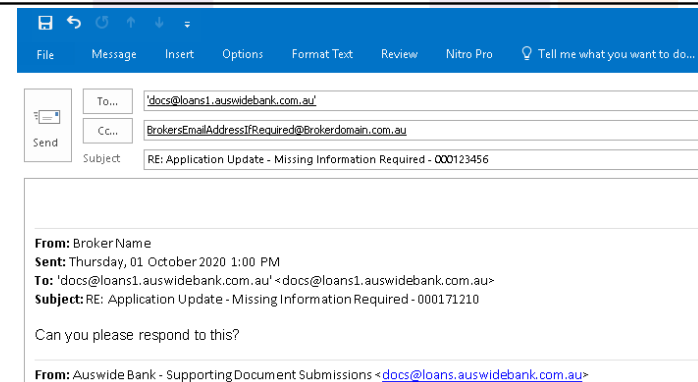
Step 4: Processor clicks send.

Hints:

The subject line of the response email must exactly match the subject line of the email initially sent to the broker. This is used to associate the email with the application. This process **SHOULD NOT** be used when responding to emails sent from los@auswidebank.com.au. Instead, you should respond directly to that email address.

Subsequent MIRs will again be sent to the nominated email address for the accredited Broker and **NOT back to the processor**.

The processor should follow all directions within the email or refer to the broker guide available on our broker website.



The screenshot shows an email reply form with the following fields:

- To...**: docs@loans1.auswidebank.com.au
- CC...**: BrokersEmailAddressRequired@brokerdomain.com.au
- Subject**: RE: Application Update - Missing Information Required - 000123456

The body of the email contains the following text:

From: BrokerName
Sent: Thursday, 01 October 2020 1:00 PM
To: 'docs@loans1.auswidebank.com.au' <docs@loans1.auswidebank.com.au>
Subject: RE: Application Update - Missing Information Required - 0001 71210

Can you please respond to this?

From: Auswide Bank - Supporting Document Submissions <docs@loans.auswidebank.com.au>

