

Broker Portal FAQs



Your Broker Portal is a comprehensive resource for researching lending guidelines, communicating securely with the Partner Assist Team, and managing your application pipeline. The FAQs can be read with the [Broker Portal Navigation Guide](#) to assist you with accessing and navigating the portal.

How can I access the Bendigo Bank Broker Portal?

Access the portal via www.brokerportal.bendigobank.com.au (we recommend saving this link as a favourite).

Before logging in, please download the Salesforce Authenticator app from the Apple App Store or Google Play Store. The portal uses this app for Multi-Factor Authentication (MFA). (*Tip: Look for the blue Salesforce cloud icon with a white checkmark*).

We have a [help card](#) available in the resources tab of the [Bendigo Bank Broker website](#).

What is my username?

Your username is your email address with a suffix — usually .bp or .bendigobroker.

Example: jane.doe@email.com.au.bp

Please ensure you enter the exact spelling of the username provided in your welcome email.

How do I set or reset my password?

For first-time setup or to reset a forgotten password, the steps are the same:

1. Navigate to the login screen: www.brokerportal.bendigobank.com.au
2. Select 'Forgot your password?'
3. Enter your username and click 'Reset Password'.
 - Important: Remember to include your .bp or .bendigobroker suffix.
4. An email will be sent from info@bp.bendigobank.com.au containing a secure link to complete your password setup or reset.

How does the live chat function work?

Once you log into the portal and verify your identity with the Salesforce Authenticator, your entire session is secure. You can immediately use all features—including direct live chat with our Partner Assist team—without needing to authenticate again.

Can I order an upfront valuation via the Broker Portal?

You will find a quick link to the Cotality Property Hub located on your dashboard which is used to order upfront valuations.

Who do I contact for help?

The portal is designed to be simple and intuitive, but we are here to help if you need us.

General Navigation & "How-To" Queries contact our Partner Assist team via the Portal Chat, by calling 1300 791 679, or by emailing partnerassist@bendigoadelaide.com.au.

Technical Support (e.g., login issues, error messages) contact our Broker Support team by emailing brokersupport@bendigoadelaide.com.au.