



# Webchat for brokers

Our friendly and expert team is ready to assist you with any questions you may have. For quick status updates, you can use Webchat. It's available Monday to Friday between 8.30am and 5.00pm (CST).

## How it works

Once you launch Webchat, you will be asked some mandatory identification questions:

- Your name
- Broker number
- Reference number

You will then be transferred to one of our agents. We can also send you an email during the chat if more detail is required.

## What we can provide via Webchat

- Loan Status – Loan has passed QC and is in Assessment Queue
- Loan Status – Awaiting Further Clarification
- Loan Status – Awaiting Further Docs
- Loan Status – Awaiting Settlement
- Loan Status – Awaiting Valuation
- Loan Status – Conditionally Approved
- Loan Status – Credit / Assessment
- Loan Status – Formal Approval
- Loan Status – Pre Assessment / QC
- Loan Status – Settled
- Loan Status – Awaiting LMI
- Successfully retrieved loan information
- Priority updates

## What we can't provide via Webchat

- Details or clarification outlined on Pre-Approval or Conditional Approval Letter
- Details or clarification relating to Assessors emails to brokers
- Outstanding or additional information requests
- Details or updates for contracts and documents
- Product and interest rate information or confirmation
- Policy questions or scenarios
- Any post settlement details / information

For any further assistance please contact Partner Assist on **1300 791 679** or [partnerassist@bendigoadelaide.com.au](mailto:partnerassist@bendigoadelaide.com.au)