

Supporting Documents Lender Emails & Contacts

***Please note :** we do not always receive updates from lenders when their details change, if you find any incorrect information, please email support@mylocalbroker.com.au

AMP

Supporting docs - amp@applyonlinedocs.com

Include the 6-digit Application ID with no prefix or suffix. in the subject line – e.g. Appid xxxx space last name.

Phone - 1300 300 400

ANZ

Supporting Docs - assessmentmail@anz.com

Example email subject line: Application Number: XXX XXX XXX // Customer Name: Sam Smith (both fields are mandatory).

Phone – 1800 812 785

Auswide

Supporting Docs - supportingdocuments@auswidebank.com.au

Phone - 1300 077 127

Bank Australia

Supporting Docs - brokersupport@bankaust.com.au

Phone – 03 9854 4818

Bank of Melbourne

Supporting docs - brokermortgageservices@bankofmelbourne.com.au

Phone - 1300 137 532

Credit Policy and Scenario Hotline available Mon-Fri 11:30am-4:30pm AEST

Mortgage Credit Team - 1300 360 419

Scenarios, policy interpretation, exceptions and complex submissions

BankSA

Supporting Docs - SABMS@banksa.com.au

Phone – 1300 137 532

Bankwest

Supporting docs - Supportingdocs@bankwest.com.au

Phone - 1300 130 881

Bankwest Business

Supporting docs – broker.first@bankwest.com.au

Phone – 1300 438 721

Bank of Queensland

Supporting Docs – brokerunit@boq.com.au

Phone - 1300 434 697

Bank of Sydney

Supporting Docs – bosbroker@banksyd.com.au

Phone - 1300 226 5464

Better Choice

Supporting Docs – applications@betterchoice.com.au

Phone – 1300 334 336

Beyond Bank

Supporting docs – brokerloans@beyondbank.com.au

Phone – 1800 029 990

BlueBay

Supporting docs – TBA

Phone – 1300 258 229

Bluestone

Supporting docs – lending@bluestone.com.au

Phone – 1300 133 571

BMM (Better Mortgage Management)

Supporting docs – processing@bettermm.com.au

Phone – 07 3833 9400

CBA

Supporting Docs - tpbpaperlessloan@cba.com.au

Phone – 1300 551 373

Loan status updates (client services call centre – opening hours Monday to Friday 8.30am-6.00pm)

Citibank

Supporting Docs - mortgageapps2@citi.com

Phone – 1300 651 059

Deposit Power

Supporting Docs – info@depositpower.com.au

Phone - 1800 678 979

eMoney

Supporting Docs – newloans@emoneyfinance.com.au

Phone – 13 SAVE or contact your account manager

Firstmac

Supporting Docs – newloans@firstmac.com.au

Phone - 1800 635 228

Firefighters Mutual Bank

Supporting Docs – broker@tmbl.com.au

Phone - 1300 862 265

Heartland Seniors Finance

Supporting Docs – brokers@seniorsfinance.com.au

Phone – 1300 662 865

Heritage Bank

Supporting Docs – brokerprocessing@heritage.com.au

Phone - 1800 627 499

IMB - Commercial

Supporting Docs – commercialloans@imb.com.au

Phone – 1300 132 814

IMB – Residential

Supporting Docs – OriginationServices&support@imb.com.au

Phone – 1300 735 585

ING

Supporting Docs – mortgage.assessment@ing.com.au

Phone - 1300 656 226

Keystart

Supporting Docs - assess_team@keystart.com.au

Phone - 1300 366 055

LaTrobe

Supporting Docs – apply@latrobefinancial.com.au

Phone – 13 80 10

Liberty

Supporting Docs - applications@liberty.com.au

Phone - 13 11 33

Liberty Commercial

Supporting Docs – commercialapps@liberty.com.au

Phone - 13 11 80

Macquarie

Supporting Docs –

Please email all (APP) supporting documents to docs@loans.macquarie.com

Please email all (WIN) supporting documents to mortgageapplications@macquarie.com

Phone – 1800 174 945 or email Broker support - brokersupport@macquarie.com

Me Bank

Supporting Docs – brokerservices@mebank.com.au

Phone – 1300 728 154

Medfin

Supporting Docs – medfinbroker@medfin.com.au

Phone – 1300 361 122

MKM Capital

Supporting Docs – applications@mkmcapital.com.au

Phone – 1300 762 151

My State

Supporting Docs - lendingsupport@mystate.com.au

Phone - 1300 888 306

Lending Support Team : Monday – Friday 8:30am – 6:00pm

Mortgage Ezy

Supporting docs - newloans@mezy.com.au

Phone - 07 5554 3333

NAB

Supporting Docs – nabdocs@applyonline.com.au

Phone - 1300 622 276

NLG Leasing

Supporting Docs – support@nlgleasing.com.au

Phone – 1300 722 011

Paramount Mortgages

Supporting Docs – TBA

Phone – 02 8889 1100

Pepper Money

Supporting Docs - origination@pepper.com.au

Phone - 1800 737 737 8

8.00am – 6.00pm (AEDT) Monday – Friday

P&N Bank (Police & Nurses)

Supporting Docs – brokersupport@pnbank.com.au

Phone - 13 25 77

Prospa

Supporting Docs – brokerdirect@prospa.com

Phone – 1300 188 993

Qudos

Supporting Docs – brokers@quodosbank.com.au

Phone – 1300 380 767

Resi

Supporting Docs – applications@resi.com.au

Phone – 1800 737 448

Resicom

Supporting Docs – applications@resicom.com.au

Phone – 1300 737 426

Resimac

Supporting Docs – newapplications@resimac.com.au

Phone – 1300 787 898

St George

Supporting Docs – NSWBMS@stgeorge.com.au

Include reference number in the subject

Phone - 1300 137 532

Suncorp

Supporting Docs – No longer accepting supporting docs via email, must use AOL. Loan tracking mssalessupport@suncorp.com.au

Phone - 1300 313 798

Teachers Mutual Bank

Supporting Docs - brokercredit@tmbank.com.au

Phone - 1300 862 265

Thinktank

Supporting Docs – deal@thinktank.net.au

Phone – 02 8669 5500

Unibank

See Teachers Mutual Bank

Victorian Mortgage Group

Supporting Docs – info@vicgroup.com.au

Phone – 03 8600 7900

Westpac

Supporting Docs – clopreproduction@westpac.com.au

Phone - 1300 130 928