

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

#### Westpac

**Westpac48QW:** Does your bank make unsolicited offers of pre-approved or conditionally approved loans

**Answer:** Westpac will only send offers of products and services to customers who have consented to receiving marketing communications or, in the case of credit card credit limit increases, provided their written consent to receiving such offers. In these circumstances, Westpac may invite customers to apply for a credit card or a loan and use information we hold on the customer to provide a guide on the limit that the customer may be eligible for. However, such loans would only be approved subject to the customer completing an application form, including providing necessary information, and satisfying additional checks.