

QW19: The Westpac lending policy guidelines state there must be a 'face to face meeting with every

customer'. Is this policy adhered to in practice?

Answer: It is mandatory that sales employees (excluding approved digital third party brokers) personally

interview the applicant(s) or guarantor(s) face to face or via approved video conference facility,

prior to the issuance of the terms and conditions letter and document sign up.









