

# About Processing Centre

ANITA: If you want to apply for a loan at BankWest then you go to a broker or a lender and your application comes to us in a computerised system. We look at that application, we process it for you, we assess it for you and we get your loan ready for the documentation at the end so that you can have your money.

ROB: I love working in the environment here - it's great, it's... You work by yourself but it's also within in a team and very group related so you have lots of contact with people across the floor, or the department, as well as phone conversations with brokers and support desks and things like that.

ANITA: I love the customers and I love the frenetic pace that we always have in the banking industry now. I think you end up... at first you're quite overwhelmed by it but you end up being quite excited about it.

ROB: The best thing I find working for BankWest is the flexibility at work in that you work by yourself but you're still very flexible in your start times and when you go to lunch and how you run you day. It's not like you are being forced to sit at a desk 24/7 without moving.

ANITA: You are in an office environment, so you're not facing the customers so some people who have worked in the banking industry and come into the Processing Centre find that quite difficult. They would rather actually face-to-face with their customers and that's where the branches are a good idea.

ROB: The best satisfaction is knowing someone will get their loan done correctly and fast and right the first time and knowing they are moving into this house.