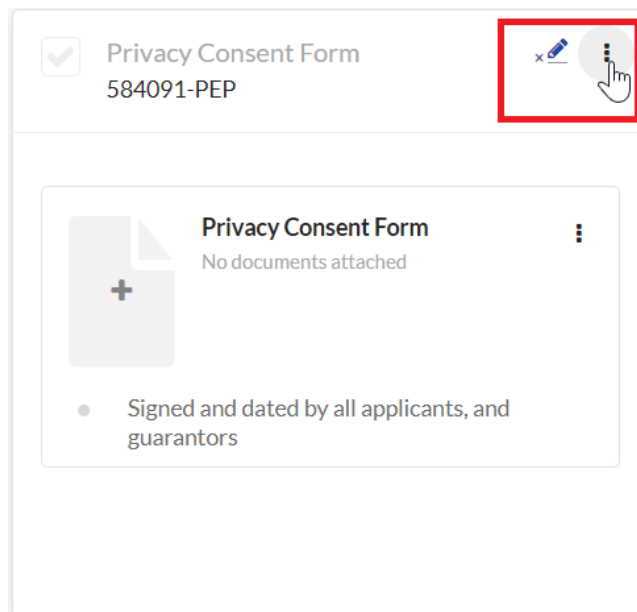


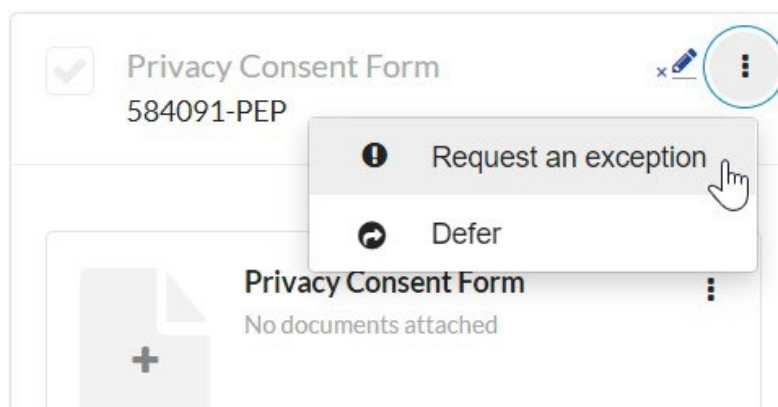
## Raising an exception or deferring a required document

- 1) Click on the 3 dots at the top right-hand corner of a supporting document condition



- 2) Choose 'Request an exception', enter an exception reason and any notes to lender.

**Note: if “Request an exception” doesn’t appear, you’ll need to provide the document.**



3) To finalise the exception, click 'Select'.

Exception request ×

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Privacy Consent Form

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Select appropriate exception reason for this requirement

**Incorrect requirement**  
The requirement should not apply for this application

**Document unavailable**  
The document is unavailable for reasons beyond the customer's control

**Other**  
Other reason for seeking an exception for this requirement

Notes to lender (optional)

test

Cancel Select

4) The supporting document condition will be marked as follows

✔ **Privacy Consent Form** ✕   
584091-PEP

**Incorrect requirement:** The requirement should not apply for this application Cancel  
test

5) As an alternative you can select 'Defer'

✔ **Responsible Lending Form** ✕   
584091-PEP

**Responsible Lending Form** ✕   
No documents attached

- ⓘ Request an exception
- ⏸ **Defer** ✎

- Signed and dated by all applicants, guarantors and the broker

6) The supporting document condition will be marked as follows, and will be copied to the Approval checklist

✓ Responsible Lending Form  
584091-PEP ✕ ⋮

**Defer:** The document is not available now however it may be available later [Cancel](#)