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Your weekly home loans update

Hi,

In this week's update we've shared information about how your customers can get faster answers about our new fixed rates. You can also see our latest application processing times.

Your customers can lock in our new fixed rates via live chat

Since we lowered our fixed rates a few weeks ago we've received a lot of interest from existing customers about how to fix part of their home loan. The quickest way for existing Macquarie customers to do this is via live chat. Customers can access live chat in just a few clicks through the Macquarie Mobile Banking app or Macquarie Online Banking.

Get faster answers via live chat

The average wait time when customers call us is currently over 10 minutes, whereas it takes less than two minutes to connect with us via live chat.* Rather than calling us and waiting in the queue, we encourage your customers to use live chat for a quicker response.

If your customers aren't familiar with live chat, you can share the below Help Centre article with them.

[View our Help Centre article](#)

Application processing times and tips

We understand how important fast and consistent processing times are to you and your customers, and this remains a priority for us.

Our latest processing times as at **Monday 26 August 2024** are below. Please note, these times are for fully packaged deals as per our [application checklist](#).

Vetting – average time to pick up file	2 hours
Average time to credit assessment**	2 hours



A reminder that the above times are the average time for an application to be assigned to a credit assessor. Once your application has been assigned to a credit assessor it takes them around **two hours** to review the application. Please allow **up to four hours** to receive an update from us.

Digital resources to help you

A reminder to use our digital resources below for easy access to the latest updates and information:

- [Broker Portal](#)
- [Broker Help Centre](#)
- [Broker resources page](#).



Never share your passwords or authentication passcodes with any third party. It's important to stay up to date on the latest scams – visit macquarie.com.au/securityandscams to learn more.

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* The time frames quoted above are based upon the average wait time for phone calls and live chat for the period from 1 August 2024 to 23 August 2024. Actual wait times may vary based on call and live chat volumes.

** The timeframe quoted above is an average time to assessment and some files may be assessed before or after this timeframe based on daily volumes. If you haven't received a back channel message (BCM) within 24 hours of our advised timeframe, you can contact us via live chat in our Broker Portal.

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