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Your weekly home loans update

Hi,

In this week's update we've shared:

- how to get your customers' applications processed as quickly as possible
- a reminder about our new fixed rates
- our latest application processing times.

Tips to get your customers' applications processed even faster

Before you submit any applications, please make sure you:

- capture your customer's expected ongoing living expenses post-settlement in ApplyOnline
- provide a satisfactory explanation in ApplyOnline for any required living expense category where \$0 or a very low amount is entered
- where \$0 or a very low amount is entered for general insurance, please provide a satisfactory explanation

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- the supporting documents checklist in our Broker Portal tells you exactly which documents you need to provide, please ensure you follow this list.

Check out our [range of articles](#) about preparing applications on Broker Help Centre.

New home loan fixed rates

As communicated last week, we've reduced our 1-, 2-, and 3-year fixed interest rates for new home loans by up to 0.30% p.a.

If you have existing Macquarie customers who are looking to fix all or part of their home loan, these new rates are also available to them. They can get in touch with us via live chat through the Macquarie Mobile Banking app or Macquarie Online Banking.

For full details on our new fixed rates, visit our rate card via the link below.

[View the rate card](#)

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 9 September 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.



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* 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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