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Your weekly home loans update

Hi,

In this week's update we've shared some information about:

- digital tools which are designed to help you
- our Broker Portal access guidelines
- the latest application processing times.

Digital tools designed to keep you up to date

Get the most up to date information and faster responses to your enquiries by using these digital tools:

- The [Broker Portal](#) to get information about in-flight applications, existing customers' loans and more.
- [Live chat](#), so you can securely connect with us outside of standard business hours. Live chat is available in the Broker Portal between 8:45am to 7:15pm (Sydney time) Monday to Friday.

- Our [Broker Help Centre](#) to access a range of information about our products and services 24/7.
- The [Broker resources page](#) to find the latest forms, rate information, calculators and more.

Give us your feedback

You can share your feedback at any time by clicking on the feedback button on the right-hand side of the screen in the Broker Portal. Your feedback helps us continue to deliver valuable enhancements and improvements.

A reminder about our Broker Portal access guidelines

It's been great to see so many support staff using our Broker Portal. To keep your customers' information protected if you have support staff who are no longer working with you, please make sure you remove their access from the Broker Portal. You can follow the instructions in this [Help Centre article](#) if you need to remove any support staff.

A reminder that access to the Broker Portal should only be created for support staff who are directly contracted or employed to assist brokers with managing their customers' loan applications and/or facilities. Access should not be created for any unauthorised fourth party service providers to perform services such as rate tracking or automated pricing.

Please note sharing of customer information with these types of service providers is not in line with our [privacy policy](#) and it's also not consistent with your obligations under our [Broker Code of Conduct](#). Because of this, if we identify that any unauthorised profiles have been created, we'll remove the user's access. It's important to check with your aggregator and confirm your own privacy obligations to keep your customers' information safe.

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 23 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
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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.



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.

[Important information](#) | [Privacy policy](#)

* 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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