

Hi,

We would like to share an update to our home lending service levels.

Please see below for our current turnaround time position. Changes are highlighted in yellow and will also be available on [Home Loans | Service Levels | Suncorp Bank](#).

Credit Assessment - Time to Decision* <small>Business days from when all docs received in AOL</small>					
Suncorp Bank SunLight 48hrs Find out more					
IMPORTANT: For comprehensive self employed applications, increase service level by 15 days					
Elevate Accredited, PAYG and Basic Self Employed			Elevate Gold, PAYG and Basic Self Employed		
Purchase & Pre-Approval Conversion	Refinance	Construction, Add & Equity Loan	Purchase & Pre-Approval Conversion	Refinance	Construction, Add & Equity Loan
5 Days	6 Days	10 Days	4 Days	5 Days	8 Days
In-flight assessment 3 Days					
Conditional Pre-Approval 2 Days					
Documents Generation 4 Days					
Purchase & Refinance Settlement 5 Days					
Add & Equity Loan Settlement 5 Days					

If you have questions at all, please don't hesitate to reach out to BrokerPartnershipsOperations@suncorpbank.com.au.

Thank you,



KISMA SUZANA
Broker Support Officer
Broker Partnerships
—

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I acknowledge the Traditional Custodians of the land and pay my respects to Elders past and present.



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Current SLAs:
Residential | SME

SunVerify Broker
Experience Video

How to convert a pre-
approval

Instant Pricing Tool

Suncorp Bank Broker Portal

MyPortView (MPV)

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