



Your weekly home loans update

Hi,

In this week's update we're sharing information about:

- changes we're making to streamline the way we communicate with you
- our fast and consistent processing times.

Streamlining how we communicate with you

Our processing times have remained at two hours or less[^] for over two years, so you can be confident in fast turnaround times when you submit an application. Because our processing times have been so consistent, we're streamlining our communications and will get in touch with you on a fortnightly basis rather than weekly. Each fortnight, you'll receive our latest news and other important updates – keep an eye out for our next email on **Monday 14 October 2024**.

We're committed to being transparent about our processing times and we'll let you know if there are any changes. You can also check our processing times at your convenience in the Broker Portal or on our website.

Fast and consistent processing times

Our latest processing times as at **Monday 30 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.



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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^ Average time to pick up an application once received for vetting.

* 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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