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The Macquarie experience

28 Oct 2024



Hello,

Welcome to your fortnightly update with all the latest news and information you need to know.

In this edition we cover:

1. [liabilities matching made easy with Access Seeker](#)
2. [the latest on Broker Portal.](#)

 The broker experience

1. Liabilities matching made easy with Access Seeker

You told us how important it is to submit applications in one platform. So now you can use Access Seeker in ApplyOnline to verify your customer's liabilities and view their credit limits with ease and certainty.

With Access Seeker you can:

- significantly cut down the time you and your customers spend on providing liability information
- submit accurate information in one go, giving you confidence in the application and reducing the need for follow up
- seamlessly compare your application data to your customer's credit report
- accept or override any variances between your customer's credit report and their application.

You can start using Access Seeker via ApplyOnline to generate a credit report in less than three minutes. The Access Seeker button is in the same place as the NextGenID button so everything you need is in the one spot.

[Match liabilities with Access Seeker](#)

2. The latest on Broker Portal

When we designed our Broker Portal, we had you and your support staff top of mind. Over 14,000 brokers and support staff use our Broker Portal each month so we're focused on continually improving your digital experience and keeping you informed on the latest updates.

What's new?



Filter by broker feature

Your support staff can now filter information by broker, making it faster for them to view your customers' information and provide timely updates.



Live chat enhancements

Instant application updates

We've added a quick chat feature so next time you're looking at an application in Broker Portal, you can start a live chat with us without having to provide an application ID. Our consultants will see your customer's application before they pick up the

chat, helping you save time.

Panel solicitor updates

You can now more easily refer to the panel solicitor's contact details when you're viewing an application in the Broker Portal. If you start a chat with us when the application is in the pre-settlement stage, we'll direct you to the panel solicitors so you can contact them directly.

Digital tools



[Broker Portal](#)



[BrokerHelp Centre](#)



[Broker Resources](#)



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