

Good afternoon,

We would like to share an update to our home lending and small business 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](#).

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

Current Home Loan Service Level

Credit Assessment - Time to Decision*
Business days from when all docs received in AOL

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
4 Days	5 Days	7 Days	3 Days	4 Days	6 Days

In-flight assessment
3 Days

Conditional Pre-Approval
2 Days

Documents Generation
3 Days

Purchase & Refinance Settlement
5 Days

Add & Equity Loan Settlement
5 Days

Current Small Business Service Level

	Small Business Loans - \$0 to \$1m	
	Service Level Agreement (SLA)	Actual Service Delivery Time (SDT)
Initial Assessment	10 Days	10 Days
Documents Preparation	5 Days	5 Days
Certification for Settlement	6 Days	6 Days

SLA = standard service level agreement
SDT = our actual position against our desired service level agreement

Small Business Loans - \$1 to \$3m

These transactions are managed by dedicated SME bankers. Please refer to your SME BDMs for information.

Thank you,



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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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