



The Macquarie
experience

14 Oct 2024



Hi,

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

In this edition we cover:

01. [improvements to automated valuations](#)
02. [how to have your say in shaping the customer and broker experience - complete our annual survey](#)
03. [helping you keep your customers protected from scams](#)
04. [new resources to help you submit cleaner applications with confidence](#)
05. [updates to our fixed rates.](#)

The broker experience

01. Automated valuations: available for more of your customers

We've improved our automated valuations (AVM) policy so you can use this service for the majority of your refinance applications.

With our new approach to AVMs, you can get results with ease and with greater certainty. We've also made improvements for you and your support staff which we've listed below.



Have greater confidence in the LVR

You told us it's important for you to know in real-time what LVR-tier and rate your customer will get. With our improved AVM approach you can generate this information confidently and quickly, while your customer is with you.



Save time with a more streamlined AVM ordering process

We know how precious your time is, so we've reduced the number of questions to make the process easier.



Deliver a better experience for your customers

Using AVMs, your customer's application can be processed faster and with less friction during the assessment stage.

We're excited to tell you that our new and improved valuation process is live from tomorrow, **Tuesday 15 October 2024**. If you have any in-flight applications with an existing automated valuation, please ensure they are formally approved by **Tuesday 29 October 2024**.

"Speed equals trust and now more than ever, clients have an expectation that they're going to have speed and they're going to have convenience."

Phil, broker

02. Have your say with our annual survey

Your feedback is incredibly valuable as it informs how we can keep improving the experience we provide and deliver meaningful value for you and your customers. Keep an eye out for the annual broker survey which will hit your inbox on **Wednesday 23 October 2024**.

The customer experience

03. Keeping your customers safe

Did you know that investment scams lead to the highest financial losses in Australia? In fact, Australians lost \$1.3 billion to investment scams last year.

Scams can leave a devastating impact which is why, together, we play an important role in taking steps to protect Australians from the evolving threat of investment scams.

Our team of security specialists work around the clock to monitor activity and trends in scams and have put together helpful information including tips and red flags to look out for – helping you and your customers to stay safe.

Visit our scams hub to learn more and make sure you share this link with your customers to help them take steps to protect themselves.

[Learn more](#)

The Macquarie experience

04. New resources to help you submit accurate applications

We're committed to providing fast and consistent turnaround times. In fact, we have an ambition for all Australians to have their home loan approved in under an hour. To deliver to this ambition, we're continually investing in improving our processes to drive efficiency.

To create more efficiencies, we've made changes to our loan purpose codes effective from **Monday 21 October 2024**. We've created new resources to help you:



A [guide](#) to explain which loan purpose code should be used for different scenarios (you can access this guide at any time via our Broker Help Centre).



Instructions in ApplyOnline to help you enter the correct code. If you do happen to enter an incorrect code, the system will now let you know.

These changes mean we can spend more time helping you deliver for your customers.

[Learn more](#)

05. Keeping you up to date with our latest fixed home loan rates

We're committed to being transparent with you when we make changes to our rates. From tomorrow, **Tuesday 15 October 2024**, we're increasing all of our fixed home loan interest rates for new loans.

We're pleased to offer fixed rates from as low as 5.69% p.a. for owner occupied P&I 2-year fixed term at ≤70% LVR (comparison rate 6.08% p.a.)*.

Click below to see our new rates.

[Our latest fixed rates](#)

Applications in progress

If you have an application in progress with us – thank you for choosing Macquarie. Please note our current rates will be applied to all loans formally approved by close of business today, **Monday 14 October 2024**.

New fixed rates will automatically be applied to all loans formally approved on and from **Tuesday 15 October 2024**.

Digital tools

Deliver for your customers efficiently, with control and confidence



[Broker Portal](#)

Manage your customers' loans with speed and certainty from one secure location



[Broker Help Centre](#)

Get instant answers at your convenience



[Broker Resources](#)

Your one stop shop for the latest broker updates and information



MACQUARIE
BANK

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

* The comparison rate is based on a basic home loan for \$150,000 and a term of 25 years. WARNING: This comparison rate is true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate.

This information is provided by Macquarie Bank Limited ABN 46 008 583 542 Australian Credit Licence 237502 for the use of licensed and accredited brokers and support staff only.