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# The Macquarie experience

25 Nov 2024



# Hello,

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

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 The broker experience

## 1. Seamless digital solutions for faster approvals

As a reminder, we've replaced the eLodge form with our new [Important Application Information webpage](#). Now all you need to do is share it with your customer, explain its contents, and confirm in ApplyOnline that you've shared this information. We're thrilled to hear early feedback that you're enjoying this new process. Read our [Help Centre article](#) for more information, including templated wording you need to share with your customers.

This is one of the ways we're investing in technology to help deliver faster approvals for you and your customers. Since removing the eLodge form and launching other new technology solutions such as NextGenID and Access Seeker in ApplyOnline, **over 70% of applications are sent straight to our credit team for assessment.**

## 2. Code of Conduct updates

We recently made some updates to our Broker Code of Conduct which we've explained below.

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### Helping you stay up to date

You've told us that being transparent and upfront with you when we make updates to our products, services, and policies is vital to you delivering great outcomes for your customers. That's why we've updated section three of the code so that you are now required to receive our communications, including these fortnightly updates. Please note by continuing to do business with us, you agree to this.

2

### Keeping customer information safe

A reminder that we monitor any unusual Broker Portal login activity to protect customer data and to safeguard your privacy. All Broker Portal users are responsible for keeping their individual login credentials confidential. You can read section three of the code for more information.


3

### Integrity in commission practices

To ensure customers remain at the heart of every decision, we've updated section two of the code to highlight that inappropriate behaviour relating to influencing commission outcomes is not supported.

As part of doing business with us you agree to our Code of Conduct so please take five minutes to read through these updates. Thanks for your partnership and ongoing commitment in upholding these important standards.

[Read the Code of Conduct](#)

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### 3. We're open for business this festive season

As we head towards year-end, we know it can be a very busy time for you and your customers. There are no "cut off dates" for sending us applications, so you can have confidence knowing we'll be assessing applications within our normal processing times. Our time-to-pick-up remains within two hours, as it's been all year. When applications are submitted with all required supporting documents, we generally issue formal approval the same day.

To ensure you have the support you need to continue delivering exceptional outcomes for your customers, our team will be working as usual throughout the holiday period.

- Broker support: available via live chat, 9:00am to 8:00pm Sydney time, Monday to Friday.
- Credit: available 9:00am to 5:15pm Sydney time, Monday to Friday.

We'll be closed on the public holidays throughout the break, and we'll have a few less people on the days that are normally quieter; but we've sized our team to be ready to support you throughout the holiday period.

#### Digital tools



[Broker Portal](#)



[Broker Help Centre](#)



[Broker Resources](#)



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