

Email not displaying correctly?
[View it in your browser.](#)



Aggregator Special Notice

Friday 8 November 2024

Please note home lending application deadlines and staffing arrangements over the Christmas and new year period.

Suncorp Bank will have **reduced holiday staffing** from Monday 23 December 2024 until Friday 3 January 2025.

Our Broker Support queue will be **closed**:

- Wednesday 25 December to Friday 27 December 2024
- Wednesday 1 January 2025

Broker Support will open for regular hours on all other dates throughout the holiday period:

- Australian Eastern Standard Time (AEST) 8am to 4:30pm.
- Australian Eastern Daylight Time (AEDT) 9am to 5:30pm.

Home lending 2024 application deadlines

Home lending application deadlines for settlement before Wednesday 25 December 2024:

- **Lodgement for purchase, refinance and other applications** (PAYG/Basic self-employed) by COB Friday 22 November 2024.
- **Returning documentation:** Documents must be returned to FMS by COB Friday 13 December 2024 with no outstanding items for verification.

Settlement can only proceed when all required documents are executed correctly and returned, conditions are met, and VOI has been accepted. Any outstanding items must be finalised at least 48 hours prior to settlement to avoid delaying settlement.

Existing home lending customer variations for completion before Wednesday 25 December 2024:

- **Request submission** by COB Friday 6 December 2024.
- **Returning documentation:** Documents must be returned by COB Friday 13 December 2024 with no outstanding items for verification.



Should you have any enquiries regarding the above changes, please don't hesitate to email us at BrokerPartnershipsOperations@suncorpbank.com.au.

For broker and or aggregator reference only. Not to be disclosed, copied or provided to anyone except authorised staff. Not to be provided or shown to applicants or customers. Banking products are issued by Suncorp Bank (Norfina Limited ABN 66 010 831 722 AFSL No 229882 Australian Credit Licence 229882). Loans offered to approved applicants only. Fees, charges, terms and conditions apply and are available on request.

The SUNCORP brand and Sun Logo are used by Suncorp Bank (Norfina Limited) under licence and Suncorp Bank is not part of the Suncorp Group.

This e-mail is intended only to be read or used by the addressee. It is confidential and may contain confidential information. If you are not the intended recipient any use, distribution, disclosure or copying of this e-mail or any attachments is strictly prohibited. Confidentiality is not waived or lost by reason of the mistaken delivery to you. If you have received this e-mail in error, please contact the sender immediately by return e-mail, fax or telephone and delete the e-mail and any attachments.

Copyright © 2024, All rights reserved.