

Broker news

Issue no: 317
18 November 2024

Christmas Period | Service Level Agreement

Due to the fast approaching Christmas period, to ensure we endeavour to meet expectations, the following dates to meet settlement are detailed as follows:

Unconditional approval

- Monday, 9 December 2024 Applications involving a Home Guarantee Scheme.
- Wednesday, 11 December 2024 All other applications.

Executed documents to be received inclusive of all associated requirements

- Wednesday, 18 December 2024

Settlement

- Friday, 20 December 2024 Settlement requiring external assistance from Dentons.
Settlement not requiring external assistance may be excluded ie: top ups.
Dentons to reopen Wednesday, 8 January 2025.

Important notes regarding timeframes

Loan and Mortgage documents need to be returned correctly signed and dated by borrowers. The additional time required to reissue and recheck documents can inhibit the Bank's ability to meet a Customer's required settlement date, and in some instances result in settlement dates being missed.

These dates will provide the best opportunity to ensure that certification can be achieved and subsequent settlement can be booked over the Christmas period.

Any loan that does not achieve the above, will be considered but not committed to. The Bank will continue to monitor volumes across this period. SLA updates will be provided through further communications if required.

Thank you for your continued support and understanding.

A reminder of our latest news and promotions!

- Home Loan Fee Waivers!**

We've waived the **full Valuation fee and Establishment fee Saving up to \$1,300!** (Where applicable) for all new home loan applications.
How to Apply? Simply submit a home loan application from **6 November 2024 to 28 February 2025** and the fees will automatically be waived upon settlement.

- We've recently reduced interest rates up to 0.35%!**

View interest rates on our [Broker Portal](#) under **Products**.

Thank you for your partnership

We look forward to helping more people achieve their home ownership dreams together. For more information regarding our products and services, please visit the **TMBL Broker portal** (<https://broker.tmbank.com.au>) or contact your **Broker Development Manager** on **1300 TMBank** or email broker@tmb.com.au.

Regards,



Mark Middleton
Head of Third Party Sales

Important information

Please note – Membership eligibility applies to join the Bank. All applications for credit are subject to our responsible lending criteria. Fees and charges apply. You can find our [Consumer Lending Terms and Conditions](#) available online or from any of our offices.
TMBL reserves the right to remove or extend the fee waiver offer