



The Macquarie  
experience

11 Nov 2024



Hello Valued Client,

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

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## The broker experience

1. Say goodbye to the eLodge form

We're simplifying the application process to provide a smoother, faster and easier experience for you and your customers. From next week, we're removing the requirement to submit a signed eLodge form, meaning less paperwork and follow up for you and your customers.

When submitting applications from next **Thursday 21 November 2024**, you'll need to share the Important Application Information [webpage](#) with your customer. The webpage explains our privacy statement, how we handle their personal information and more. We'll ask you to confirm you've shared this with your customer as part of your compliance declarations in ApplyOnline.

### **In-flight applications**

For some of you this change will be available in the days leading up to 21 November. If you no longer see the eLodge form in the required documents list in ApplyOnline then you can start using our Important Application Information webpage (per the above instructions).

To support you through this change, we've created a Help Centre article with more information, including template wording with information you need to share with your customers.

[Find out more](#)

## 2. Equifax One Score now in ApplyOnline

Since our last update, it's been great to see so many of you using Access Seeker in ApplyOnline to generate Equifax One Score reports and verify your customers' liabilities data. We hope you're enjoying this faster, more streamlined process.

We know how important it is to submit applications in one platform and that's why from next **Monday 18 November 2024** we're replacing our Equifax portal with Access Seeker in ApplyOnline. Now everything is in the one secure digital location so you can generate a credit report and validate your customer's liabilities seamlessly.

## 3. Our annual survey - don't miss out



Your feedback is important to us, it's what drives us to work hard to deliver more value for you and your customers. If you haven't already, we'd love you to take part in our annual survey. Search your inbox for an email from 'Macquarie Bank Client Experience' to access your personal invite link. The survey closes tomorrow - we look forward to hearing your insights.

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## The Macquarie experience

## 4. Credit card changes

We're committed to being transparent when we make changes to our products. Over the next few months, we'll be simplifying our credit card offering, so we wanted to let you know how this will impact your customers who have a Macquarie credit card.

As a result of these changes, credit card customers will no longer be able to:

- **apply for a credit limit increase on the credit card**
- apply for a product upgrade on the credit card (i.e move from a platinum to a black credit card)
- set up direct debit repayments for the credit card.

If you have any questions about these changes, please visit our [Help Centre](#).

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Digital tools



[Broker Portal](#)



[Broker Help Centre](#)



[Broker Resources](#)



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