



SLAs, Cut Off Dates and Staffing Over the Festive Season

As we approach the upcoming festive season, there are some important SLAs, cut off dates and resourcing across our departments to be aware of.

We will be closed for all public holidays.

Assessment

Our current SLA is **3 business days** for a submission with all relevant supporting documentation supplied.

This SLA is applicable to all applications in progress as well as NEW submissions.

Please note applications requiring additional assessment by a senior credit officer may take longer than our standard SLA.

Loan Contracts

Documentation and contract production service levels are currently at **2 business days**.

Discharges

We will be operating with a reduced workforce and will not be able to accept escalations over the holiday period for matters where a Discharge Authority has not been provided in a timely manner.

For full discharges we require Discharge Authorities prior to **Friday 6 December 2024**.

Progress Payments

Between **Monday 23 December 2024** and **Thursday 2 January 2025** the Progress Payments team will be operating with reduced staffing.

Please ensure your claims are submitted to the Progress Payments team **by 12 noon (CST) on Friday 20 December 2024**.

Any claims submitted after that time will be reviewed on **Thursday 2 January 2025**.

Select Assist

We will continue supporting your brokers between the dates of **20 December 2024** to **3 January 2025** within the hours of 8.30am – 4.30pm (ACDT).

Please note, in addition to the Public Holidays, Select Assist will be closed on Friday 27 December 2024.

Partner Experience

Between **20 December 2024** and **3 January 2025**, Partner Experience will be operating with reduced staffing.

Please be aware we will not be processing broker accreditations during this time.

We will maintain a 1 business day service level for responses to all system access and all other email enquiries.

Wishing you and your family a happy and safe festive season and a prosperous 2025!

Regards,

Natalie Sheehan
Head of Broker Distribution



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