

# SLA Update



Our current SLAs are outlined below for your information:

Application Stage	Timeframe <sup>^</sup>
Time to first look	6 days
Time to address return documents	2 days

<sup>^</sup> Business Days

If you have any questions or scenarios, please don't hesitate to get in touch with Arun Gupta, Manager – Third Party Sales by phone on (02) 9307 4301 or email [arungupta@gatewaybank.com.au](mailto:arungupta@gatewaybank.com.au).

The Gateway Team

Send us your feedback - [click here](#) to share your experience with Gateway.



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