

And information about upcoming product changes.
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Our home loan processing times

Hi,

We're getting in touch to update you on our processing times as at **Monday 18 July 2022** for fully packaged deals as per our [application checklist](#).

You'll also find information below on upcoming changes to our products that may affect some of your clients.

Vetting - average time to pick up file

2 hours

Average time to credit assessment

2 hours

Reminder: Changes to our Qantas product offering

We'd like to remind you that we're no longer accepting new applications for Qantas Frequent Flyer Home Loans or Macquarie Credit Cards with Qantas Rewards from **Thursday 21 July 2022**. For more information, please refer to the email we sent you on Thursday 16 June 2022.

Existing applications requiring edit and re-submission

Applications for Qantas Frequent Flyer Home Loans and Macquarie Home Loans bundled with Qantas Rewards Credit Cards submitted prior to

21 July 2022 that require editing and re-submitting after this date will remain eligible to earn Qantas Points as long as the application is formally approved by 31 August 2022.

As the feature will no longer be available to select in ApplyOnline, please add a note to the Comments and Loan Objectives section of the re-submitted application including the original APP ID, the client's Qantas Frequent Flyer number and the client's full name with title (e.g. Mr. Jack Smith).

Simplifying home loan accounts

We're making changes to reduce the number of fees applicable, standardise some fee amounts and streamline reference rates on some of your clients' home loan account/s.

Please note, these changes are only for home loan account/s with a BSB beginning with 183.

Over the next week or two, these clients will receive a letter advising them of these changes, which include reducing the number of fees applicable to their account, standardising fee amounts and simplifying our reference rate names.

If your clients have any questions about this change, you can direct them to our [help centre](#) for more information.

The timeframe quoted above is an average time to assessment and some files may be assessed before or after this timeframe based on daily volumes. If you haven't received a back channel message (BCM) within 24 hours of our advised timeframe, you can contact the broker support line on 1800 174 945.

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