

Plus you can now view principal increase applications in the portal.
Continue reading below or [view this email in your browser](#).



Our home loan processing times

Hi,

We're getting in touch to update you on our processing times as at **Tuesday 2 August 2022** for fully packaged deals as per our [application checklist](#).

We've also included information below on viewing principal increase applications in the Broker Portal.

Vetting - average time to pick up file	2 hours
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Average time to credit assessment	2 hours
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View principal increase applications in the portal

Great news – you can now view and track principal increase applications in the Broker Portal.

Simply log into the portal and your principal increase applications will be visible in the Applications tab.

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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