

Hi,

We would like to share some updates to our home lending turnaround times.

Please see below for our current turnaround time position, with the changes highlighted in **yellow**. These are also available on the [Suncorp Broker Portal](#).

Current Home Loan Service Level

* Comprehensive self employed deals will increase by 15 days

Credit Assessment - Time to Decision*			
Business days from when all docs received in AOL			
Suncorp Bank SunLight 48hrs Find out more			
Elevate Accredited, PAYG and Basic Self Employed		Elevate Gold, PAYG and Basic Self Employed	
Purchase & Pre-Approval Conversion 5 Days	Refinance, Construction, Add & Equity Loan 7 Days	Purchase & Pre-Approval Conversion 4 Days	Refinance, Construction, Add & Equity Loan 6 Days
In-flight assessment 3 Days			
Conditional Pre-Approval 2 Days			
Documents Generation 5 Days			
Purchase & Refinance Settlement 6 Days			
Add & Equity Loan Settlement 9 Days			