

Personal Loan Processing Team contact hours & Electronic AML Verification changes

Personal Loan Processing Team contact hours

Our Personal Loan assessment service level is currently at 3 working days.

The processing team phone lines will remain closed for 4 hours per day, between the hours of 10.30am to 2.30pm, for the remainder of the month. We aim to be back to within normal service levels by this time.

We thank you for your continued support and appreciate your patience while we continue to work through the backlog of applications.

Broker Portal (Personal Loan) Electronic AML Verification changes

As communicated 24 August 2022, there are some updates coming to the **Document Verification System** (DVS). The card number on a driver licence (DL) will be a **mandatory** verification field. This means, the DL Card Number will now need to be captured as part of the quote and application process for Personal Loans. From today, **Friday 26th August 2022**, all quotes and applications will require the DL card number.

Quick Quotes

Driver's licence details

Applicant does not have a driver's licence

Australian Driver's Licence

State of Issue
Please select ▼

Card Number

[How to find the Driver Licence Card Number](#)





Application

Online ID Verification

ID type
Driver's licence

Drivers Licence Number

State of issue
Please select

Card Number

[How to find the Driver Licence Card Number](#)

Inflight Quotes and Applications

Any **quotes** submitted prior to Friday 26th August, will require a DL Card Number to be entered as part of the application journey.

Any **applications** submitted prior to Friday 26th August, will require a DL Card Number to be entered.

Our team will contact you, the Broker, to then contact the customer to provide the DL Card Number for these applications to be submitted successfully.

eMotor Electronic AML Verification changes

Updates to the eMotor system, as communicated 24 August 2022, have been postponed till **Tuesday 30th August 2022**.

If you have any questions, please contact your **Relationship Manager** or **Broker Support** on **1800 035 902**.



We're here to help

Have questions? We've got answers!
Just call us on **1800 035 902** to chat or email
broker.support@latitudefinancial.com

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