

Good morning,

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](#) and our Suncorp public site at.

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	Refinance, Construction, Add & Equity Loan	Purchase & Pre-Approval Conversion	Refinance, Construction, Add & Equity Loan
5 Days	7 Days	4 Days	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			
7 Days			

Kind regards,



KYLIE CARR
SENIOR OPERATIONS ADVISOR,
BROKER PARTNERSHIPS
BANKING & WEALTH
—
M +61 (0) 457 460 429

Level 35, 530 Collins Street
Melbourne VIC 3000

kylie.carr@suncorpgroup.com.au

I acknowledge the Traditional Custodians of the land and pay my respects to Elders past, present and emerging.



Privacy

We appreciate privacy is important to you. We are committed to protecting your personal information. For further information, please refer to our Privacy Statement and Suncorp Group Privacy Policy by visiting www.suncorp.com.au/privacy or call us on 13 11 55

This e-mail is sent by Suncorp Group Limited ABN 66 145 290 124 or one of its related entities "Suncorp". Suncorp may be contacted at Level 23, 80 Ann Street, Brisbane or on 13 11 55 or at suncorp.com.au. The content of this e-mail is the view of the sender or stated author and does not necessarily reflect the view of Suncorp. The content, including attachments, is a confidential communication between Suncorp and the intended recipient. If you are not the intended recipient, any use, interference with, disclosure or copying of this e-mail, including attachments, is unauthorised and expressly prohibited. If you have received this e-mail in error please contact the sender immediately and delete the e-mail and any attachments from your system.