

## Personal Loan Processing Team contact hours

Thank you so much for your continued support. To ensure we get a decision back to you as quick as possible, our Personal Loan processing team will be temporarily uncontactable by phone for the remainder of this week. Our Personal Loan assessment service level is currently at 3 working days. We aim to bring the service level back to 24 hours, as soon as possible.

To help you during this time, please find below some self-serve options:

### **Latitude - How Can We Help You?**

Most of your answers can be found – by clicking [HERE](#)

**Request a Personal Loan Statement** – click [HERE](#)

### **Repayment changes**

The repayment frequency pulls through from quote to settlement and is on the anniversary of settlement – i.e. weekly is 1 week from settlement. To change the day a repayment comes out the customer will need to contact Latitude either by:

1. Calling 1300 973 422 – Monday to Friday, 8.30am to 6pm (AEST)
2. Using the online service centre - click [HERE](#)

### **Personal Loans Service**

(Customer Statements / Repayment changes / Statement enquiries) – click [HERE](#)

### **Personal Loan Applications in Progress**

Please check the portal for any updated comments / conditions - click [HERE](#)

If the above links have not been able to assist you with your query, please reach out to your Relationship Manager.

Please note this is for **Personal Loans ONLY**, our Motor team phone lines are still open.

We thank you for your patience.

Credit provided Latitude Personal Finance Pty Ltd ABN 54 008 443 810 Australian Credit Licence Number 392163 and Latitude Automotive Financial Services ABN 80 004 187 419 Australian Credit Licence Number 392178 trading as Latitude Financial Services.

If you no longer wish to receive email marketing from Latitude Personal Finance and Latitude Automotive Financial Services to this email address, please reply STOP.



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