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Our home loan processing times

Hi,

We're getting in touch to update you on our processing times as at **Monday 24 October 2022** for fully packaged deals as per our [application checklist](#).

We've also included information below on reductions to some of our home loan interest rates and our new reduced documentation fee.

Vetting – average time to pick up file	2 hours
Average time to credit assessment	2 hours

New reduced variable rates

We've reduced some of our home loan variable interest rates for new loans.

- 4.29% p.a. for owner occupier P&I at ≤70% LVR
- 4.34% p.a. for owner occupier P&I at ≤80% LVR
- 4.54% p.a. for investment P&I at ≤70% LVR.

These changes are effective from **Wednesday 26 October 2022**.

You can view our new rate card [here](#).

Reducing our documentation fee

To help make our fees more transparent and easier for clients to understand, we're reducing our documentation fee to a standard fee of \$350 for all settled applications.

This is effective from **Wednesday 26 October 2022**.

Previously, the fee ranged between \$363 and \$484 depending on loan complexity.

Inflight applications

Loans formally approved on or after 26 October 2022 will have the new standard \$350 withheld from the settlement disbursement. If your client received their loan offer before 26 October 2022, they'll be charged according to the previous fee structure.

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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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