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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 14 November 2022** for fully packaged deals as per our [application checklist](#).

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

New home loan rate card

We let you know in last week's processing times email that we're making some changes to our home loan interest rates.

Our rate card is now updated and you can view the latest version [here](#).

These changes are effective from Wednesday 16 November 2022.

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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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