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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 21 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

Don't forget to share your feedback

You may have recently received an email inviting you to take part in a survey on our brand, advertising, and your experience working with us.

If you haven't already completed it, the survey's open until Sunday 4 December 2022 and should only take about 20 minutes to complete.

We'd love to hear what you think, and as always, we'll be using your feedback to understand how we can better support you and your clients.

The survey will be emailed to you from KPMG, who are conducting it on our behalf.

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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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