



‘Medical & Dental Purpose’ - Process Amendment

Great news! We have removed additional questioning when a loan purpose is for ‘Medical or Dental’, meaning no more back and forth with your application.

Please note, overseas medical or dental treatment remains an unacceptable loan purpose.

Please ensure when submitting an application that you follow the Supporting Document Checklist and provide everything ONCE, at submission, to avoid delays.

You may have noticed, our loan packaging team have been trying to communicate more effectively via our new portal rather than over the phone. To assist with this process please find attached a ‘Broker Notes’ template which you can use, save and update to respond to the team via the upload function. We hope to have the portal updated with a notes section soon.



We’re here to help

Have questions? We’ve got answers!
Contact your Relationship Manager