



## Staffing Over the Upcoming Holiday Period

As we approach the upcoming holidays, the bank will be reducing the amount of resourcing across the various departments as we take mandatory leave during this period.

We will be closed for all Christmas and public holidays.

### Pre Assessment

Our team will have some reduced resourcing, but should maintain current service level agreements on expected volumes.

### Discharges

We will be operating on skeleton staff and will not be able to accept escalations over the holiday period for matters where a Discharge Authority has not been provided in a timely manner.

For full discharges we require Discharge Authorities prior to **Friday 9 December 2022**.

### Settlements

Refinances: we require documents returned by **Friday 9 December 2022** to allow for the 10 day discharge from the existing lender.

Purchases: we require documents returned by **Friday 16 December 2022** to allow for certification and settlement by **Friday 23 December 2022**.

### Select Assist

We will have reduced staffing to continue supporting your brokers between the dates of **23 December 2022** to **9 January 2023** within the standard business hours of 9.00am – 5.00pm (ACDT).

### Partner Experience

Between **23 December 2022** and **9 January 2023**, Partner Experience will be operating on a skeleton staff.

Please be aware we will not be able to process broker accreditations during this time.

We will maintain a 1 business day service level for responses to all system access and all other email enquiries.

Thank for your continued support throughout 2022 and have an enjoyable and safe festive season.

Regards,

**Third Party Banking**



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