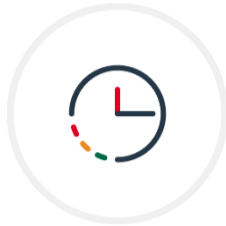




Today's turnaround times



New Deals: 1 business day
Posts inc. Val: 1 business day
Additional Advance: 1 business day
Escalation requests: 4 business hours

Need help?

Simply email whitelabel@pepper.com.au who can assist with:

- Loan/Status updates on all live applications
- Sending in outstanding conditions
- Updates to valuation status; and
- Escalation requests

Escalating an application?

Please note, all escalation requests need to meet these conditions:

- Application must have already gone through initial assessment and has AIP issued
- Valuation must be on file
- Application has urgency that requires approval
- Verification of urgency type. For any requests outside of the following, please contact your BDM.
 - **Purchase:** Cooling off is less than the current SLA or due the next day. Or, settlement date is less than 10 days.
 - **Refinance:** Urgent cash out purpose, or refinance due to financial impact to client

As always, thank you for your ongoing support. If you have any questions please reach out.