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

We've also included information below on our new application tracker and changes to our home loan variable rates.

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

Introducing our new application tracker

We're so excited to launch our new digital application tracker to help your support staff stay up to date with your applications.

The [application tracker](#) will provide visibility to your support staff on the status of an application from submission through to settlement. We hope this new addition makes it easier to do business with us and helps your team save time in their day.

To access the tracker, simply visit the Broker Portal home page and click on the 'Track application' tab.

To learn more, check out [this Broker Help Centre article](#).

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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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