



Our home loan processing times

Hi,

We're getting in touch to update you on our processing times as at **Monday 5 December 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

Changes to mortgage form for QLD and ACT

From Wednesday 7 December 2022, we'll be issuing the National Mortgage Form digitally for Queensland and Australian Capital Territory securities.

For eligible clients, the National Mortgage Form will be included in the loan contract and can be completed via DocuSign. This means your clients will have a faster and more streamlined experience with their loan documents.

Please note, a wet signature may be needed if the settlement isn't completed via PEXA, or for some borrower structures, including:

- company borrowers acting on behalf of a Trust
- loans with a company or guarantor as mortgagor.

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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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