



# 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](mailto: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.

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