

Continue reading below or [view in your browser](#)



Our home loan processing times

Hi,

We're getting in touch to update you on our processing times as at **Monday 24 April 2023** for fully packaged deals as per our [application checklist](#).

We've also included information below about the permanent closure of ZipID and alternative ID solutions available to you.

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

ZipID is closing

ZipID has announced that it will be permanently closing on **15 June 2023**.

You'll be able to make new bookings for the 'Come to You' agency service until 31 May 2023.

From 31 May 2023, the booking portal will not allow any new bookings. Any appointments already booked in will be supported up to 15 June 2023.

The ZipID mobile app will be available until 31 May 2023. Following that date, no new ID transactions can occur.

This change will not affect any ZipID reports which are already in pipeline. We will

continue to accept completed ZipID reports for the purposes of AML/VOI checks after ZipID's closure. Reports are acceptable subject to the appointment date being within 12 months of the application submission date.

As an alternative to the ZipID service, you can use the [home loans identification form](#), which can be found in the 'Forms' section on macquarie.com.au/broker.

Please reach out to your BDM if you have any questions.

[Important information](#) | [Privacy policy](#)

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.

This information is provided by Macquarie Bank Limited Australian Credit Licence 237502 for the use of licensed and accredited brokers only. In no circumstances is it to be used by a potential client for the purposes of making a decision about a financial product or class of products. Please note that all of our calls at Macquarie are recorded. Our Privacy Policy covers how we handle your information.