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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 15 May 2023** 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 |

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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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