

Hi,

We would like to share a small update to our home lending service levels.

Please see below for our current turnaround time position, with the changes highlighted in **yellow**. These are also available on [Suncorp Broker Portal](#).

Current Home Loan Service Level

* Comprehensive self employed deals will increase by 15 days

Credit Assessment - Time to Decision*
Business days from when all docs received in A/C.

Suncorp Bank SunLight
NABYS
[Find out more](#)

Elevate Accredited, PMV and Basic Self Employed		Elevate Gold, PMV and Basic Self Employed	
Purchase & Pre-Approval Conversion 6 Days	Refinance, Construction, Add & Equity Loan 8 Days	Purchase & Pre-Approval Conversion 5 Days	Refinance, Construction, Add & Equity Loan 7 Days
In-flight assessment 3 Days			
Conditional Pre-Approval 2 Days			
Documents Generation 7 Days			
Purchase & Refinance Settlement 7 Days			
Add & Equity Loan Settlement 5 Days			

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Tools & Resources | **Turnaround Times**

Home Loans | Small Business | Retail Lending Guidelines | SME Lending Guidelines | IDMs | Contact us | Feedback & Suggestions

Notes & Offers | Forms, Documents & Brochures | Valuation Report | Events



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