

# 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 <a href="mailto:whitelabel@pepper.com.au">whitelabel@pepper.com.au</a> 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.

## Pepper Money White Label

### whitelabel@pepper.com.au | 1800 737 737 (Option 1)

#### Sent by © 2022 Pepper Money Limited

Level 27,177 Pacific Highway, North Sydney, NSW, 2060, Australia

#### **Useful Links**

Pepper Money's Privacy Policy View in browser

Pepper Money Limited ABN 55 ?094 ?317 ?665; AFS and Australian credit licence 286655 ("Pepper"). All rights reserved. Pepper is the servicer of home loans provided by Pepper Finance Corporation Limited ABN 51 ?094 ?317 ?647.

As a Pepper Money accredited broker you will receive emails regarding Pepper Money products and services. If you have any queries in relation to your accreditation with Pepper Money, please email <a href="mailto:accreditations@pepper.com.au">accreditations@pepper.com.au</a>