

Our home loan processing times

Hi,

We're getting in touch to update you on our processing times as at **Monday 8 May 2023** for fully packaged deals as per our [application checklist](#).

We've also included information below on changes to home loan variable rates.

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

Changes to home loan variable rates

Following the RBA's cash rate decision last week, we're increasing our home loan variable reference rates by 0.25% p.a.

All changes are effective from Friday 19 May 2023.

We'll be in touch soon with an updated rate card.

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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