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# Our home loan processing times

Hi,

We're getting in touch to update you on our processing times as at **Tuesday 13 June 2023** for fully packaged deals as per our [application checklist](#).

We've also included information below on changes to our home loan interest rates and an update to our instant valuations policy.

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

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## Changes to fixed rates

We're increasing our fixed home loan interest rates for new loans.

**These rates are effective from Wednesday 14 June 2023.**

### Applications in progress

Current fixed rates will be applied to loans formally approved before close of business Tuesday 13 June 2023.

New fixed rates will automatically be applied to all loans formally approved on and from Wednesday 14 June 2023.

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## 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 23 June 2023.**

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

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## Better access to instant valuations

We're making some updates to our instant valuations (AVMs) policy.

We're introducing a third AVM provider – Domain – and updating some of the property limits.

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We'll be able to provide instant valuations in more instances, which means faster turnaround times for you and your clients. These changes will be effective from **Thursday 15 June 2023**.

You don't need to do anything to access these updates, simply order an AVM as you normally would.

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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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