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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 3 July 2023** for fully packaged deals as per our [application checklist](#). We've also included a reminder below about our latest Elodge and home loans identification forms.

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

New Elodge and home loans identification forms

Just a reminder that we released an updated version of the Elodge and home loans identification forms in March 2023. Please use the latest forms (copied below) for your clients' home loan applications:

- [Elodge support form](#)
- [Home loans identification form](#)

You can visit our [Broker Resources webpage](#) to view our current forms.

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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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