



## Processing SLAs

Due to significant applications received for our **Fixed Rate Home Loan with 100% offset**, our assessment teams are working overtime.

We have prioritised all Fixed Rate deals lodged before **26 June 2023** to ensure they meet our **free 14 day Fixed Rate lock** cut-off.

New or other existing deals will be delayed and cannot be prioritised until mid-next week, when we **return to SLAs of less than 5 days**.

We appreciate your patience and further advice on SLAs will be provided soon.

If you have any questions, please contact Select Assist on 1300 738 336 or your Partner Relationship Manager.



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