

# Application assessment times

Application assessment times are now available online [here](#) – this weekly update email will cease from 31 July 2023.

## Current home loan service levels

These service levels are based on ANZ receiving a fully completed application and all required supporting documentation. The days shown below are business days.

Stage	Simpler switch	Simple	Complex
<b>New application</b>	1 day	2 days	4 days
<b>Additional docs</b>	2 days	2 days	2 days
<b>Dual application</b>	Contact your Commercial BDM	Contact your Commercial BDM	Contact your Commercial BDM

Simpler Switch: Like for like refinances that meet the Simpler Switch requirements and where the Simpler Switch flag has been ticked on the application.

Simple: Standard Security, PAYG and Sole Trader income, Guarantor. Non-LMI: Total Mortgage Lending < \$2.25M. LMI: Total Mortgage Lending <\$1.5m.

Complex: All other application types including Partnership, Company and Trust income, Non-Standard Security, Owner Builder, Construction >\$2m, Bridging, Foreign Income and Company home loan applications.

## Post approval

Stage	Current service level
<b>Document preparation</b>	1 day
<b>Document verification</b>	1 day
<b>Settlement</b>	As booked (dependant on attendee availability)

These broker service levels are forward looking and estimated based on anticipated demand.

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