

Hi,

The purpose of this email is to update you on a minor delay in receipt of application confirmation and LW (Litework Number) caused by some updates we have coordinated across our systems on Friday the 25<sup>th</sup> of August.

**The Impact:**

For a short period between (11am -11:30pm on Friday 25<sup>th</sup> of August) on lodgement of an Advantagedge loan submission confirmation and issuance of a LW (LiteWork Number) usually received straight after broker submission will be delayed.

For loans submitted through this period Apply Online will hold loan submissions once lodged whilst changes and system updates are being made and release them at 11:30pm once finalised.

**What This means for your brokers who submit in this period:**

Apply Online will accept the application as normal and a LW number and confirmation will be delayed and received after systems have been updated at approx. 11:30pm that evening.

**Impact On SLA's and Assessment:**

No impact on our SLA and assessment of the files received through this period. They will come through to litework and enter our queue for pre-assessment as normal when pushed through Friday evening.

If you have any questions don't hesitate to reach out to one of our BDM's.

Thanks,