

Latitude – Motor SLA's

Thank you all for such amazing support since we transitioned Motor Loans to our new platform and our recent reduction in Motor rates.

With the increase in volume, our assessment of Motor Loan applications may extend to 2 working days. Please know we are going to be working extended hours to bring the service level back to 1 day.

On Monday 30th and Tuesday 31st, we will also be closing the phone lines to our Motor team to assist them with uninterrupted processing. Should you be looking for an update during this time, please check the Broker Portal or contact your Relationship Manager.

While we will be working hard on bringing our service levels back to 1 day, there are 3 things you can do to make sure your application gets processed faster:

1. If the invoice is available at application, attach upfront. This will save the application having to be sent back to you to complete at a later stage.

Asset specifics

Asset specifics not known at this stage

Update asset

Finance Details

Cash Price
\$ 75,000

Deposit
\$ 10,000

Please upload the asset related document in order to make the processing faster. We might ask to supply the document again depending upon the verification result.

PDF, JPG and PNG are acceptable formats for other documents.
Max file size per document is 6MB.

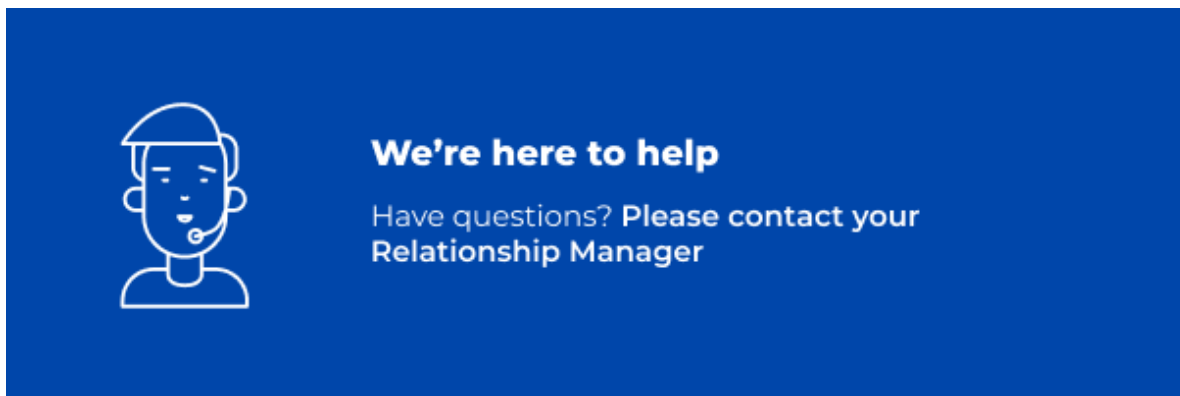
 Add Files

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2. Biometrics needs to be completed within 3 days, please make sure your customer knows to expect the link and to action it right away. If it's not done within 3 days, you will need to request a new link, and this will delay the application further.
3. Check your customer's affordability by using the Servicing Worksheet before the application is submitted and ensure the income verification document meets our policy.

We appreciate your patience and thank you for your ongoing support.



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