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Weekly broker update

Hi,

This week we wanted to provide an update on:

- our latest processing times
- a reminder about some changes to our phone support service
- information about our digital resources, which are designed to help you.

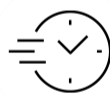
Application processing times and tips

We understand how important quick and consistent processing times are to you and your clients, and this remains a priority to us.

Our latest processing times as at **Monday 9 October 2023** are below. Please note, these times are for fully packaged deals as per our [application checklist](#).

Vetting – average time to pick up file	2 hours
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Average time to credit assessment	2 hours
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A reminder that the above times are the average time for an application to be assigned to a credit assessor. Once your application has been assigned to a credit assessor it takes them around **two hours** to review the application. So please allow **up to four hours** to receive an update from us.



For any queries relating to the issue or return of documents and for any settlement queries, please contact our solicitors. You can check the formal approval letter for the solicitor's contact details.

Changes to our phone support service

As mentioned previously, you can view status updates and access the latest processing times via the Broker Portal. Given this, we no longer provide this information over the phone.

We update the Broker Portal in real time, so it's a faster and more convenient way for you to access the latest information, 24/7. We encourage you to share this update with your support staff, so that they're across this change too. For more information, please visit our Broker Portal.

To keep you updated, we'll continue to include the latest processing times in this weekly email (which we send every Monday).


Digital resources to help you

A reminder to use our digital resources below for the latest updates and information:

- [Broker Portal](#)
- [Broker Help Centre](#)

- [Broker Resources page](#).

You can also find out more about [Macquarie Authenticator](#), our verification system that helps keep your clients' accounts safe and secure.

 Never share your online banking passwords or authentication passcodes with any third party. It's important to stay up to date on the latest scams – visit macquarie.com.au/securityandscams to learn more.

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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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