

Issue date: 29 November 2023

Issue no. 294

Christmas Period | Service Level Agreement

Due to the fast approaching Christmas period, to ensure we endeavour to meet expectations, the following dates to meet settlement are detailed as follows:

- **Unconditional approval – Friday, 8 December 2023**
- **Documents to be returned – Friday, 15 December 2023**

These dates will provide the best opportunity to ensure that certification can be achieved and subsequent settlement can be booked over the Christmas period.

Any loan that does not achieve the above, will be considered but not committed to. The Bank will continue to monitor volumes across this period. Regular SLA updates will be provided through further communications.

Thank you for your continued support and understanding.

Important notes regarding timeframes

Loan and Mortgage documents need to be returned correctly signed and dated by borrowers. The additional time required to reissue and recheck documents can inhibit the Bank's ability to meet a Customer's required settlement date, and in some instances result in settlement dates being missed.

Further Information

For all our latest news, please visit the TMBL Broker portal (<https://broker.tmbank.com.au>) or contact your Broker Development Manager on **1300 TMBank** or email broker@tmbl.com.au.



Mark Middleton
Head of Third Party Distribution

Important information

Please note – Membership eligibility applies to join the Bank. All applications for credit are subject to our responsible lending criteria. Fees and charges apply. You can find our [Consumer Lending Terms and Conditions](#) available online or from any of our offices.

