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# Your weekly home loan broker update

Hi,

This week we wanted to provide an update on:

- our latest processing times
- introducing SMS as part of the credit application process
- 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 for us.

Our latest processing times as at **Monday 27 November 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**

**Average time to credit assessment\***

**2 hours**



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.

## Introducing SMS as part of the credit application process

So that we can progress your client's applications as quickly as possible, our credit team will call you to chat about your client's file.

To help you plan for this, you'll now receive an SMS 15 minutes before our credit team attempts to call you. The SMS will include your client's name and their application reference number, so you know in advance who we're going to call you about.

We encourage you to save the credit team's number (02 8245 6010), so you know when the team is trying to reach you.

## 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 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](https://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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