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Submitting Documents? Let's make it easy for you.

We've noticed that many brokers go above and beyond to ensure their customer's application has been submitted correctly to our team. This includes emailing supporting

documents at multiple touch points throughout the process.

Our Lending Support team appreciates the additional details; however, it can sometimes get confusing for them to sort out which documents go with what application.

So, to make this easier for you and our team to process applications quicker, see some tips below that you can apply next time you submit your customer's deal:

1. **Retrieving documents:** Our team can retrieve your documents Via ApplyOnline (AOL), so you don't need to email any documents directly to us.
2. **New applications:** Supporting documents can be uploaded to AOL. Once completed, you do not need to double up and email directly to us.
3. **Additional Documents:** These can either be emailed or uploaded to AOL, but again, you do not need to be both.
4. **Settlement Confirmation and account details:** We know these details are very important, so we've set up a process to ensure that they're automatically sent out to the brokers within 24-48 hours. We know you're eager to find out these details for your customer's, but unless it's urgent, we encourage you to only contact our team if you haven't heard from us after 48hrs.

Kind Regards,
