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# Don't forget to give your support staff access to the Broker Portal

Hi,

In this week's update we've shared some information about:

- the benefits of support staff being able to access the Broker Portal, including what you need to do if you haven't already given your support staff access
- our latest application processing times
- updates to our target market determination (TMD)
- a reminder about recent changes to construction loans
- information about our digital resources, which are designed to help you.

## Give your support staff access to the Broker Portal before the break

By giving your support staff access to the Broker Portal, they'll be able to track the status of in-flight applications, view the loan information for your existing clients, and more. So that your business is set up for success, we encourage you to give your support staff access to the Broker Portal ahead of the holiday break.

### **What you need to do**

It only takes a couple of minutes to register your support staff with access to the portal. If you haven't already given your support staff access, all you need to do is follow the instructions in this [Help Centre article](#).

## 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 11 December 2023** are below. Please note, these times are for fully packaged deals as per our [application checklist](#).

<b>Vetting – average time to pick up file</b>	<b>2 hours</b>
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<b>Average time to credit assessment*</b>	<b>2 hours</b>
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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.

## Updates to our target market determination (TMD)

We've made some changes to our TMDs and you can view the updated TMD documents by clicking on the button below, or [search macquarie.com.au/ddo](https://www.macquarie.com.au/ddo).

Please note, the new TMDs are available from today, **Monday 11 December 2023** and these TMD documents should be used from today onwards. If you have any questions, you can chat to your BDM.

[View the updated TMDs](#)

## Reminder – changes to construction loans

As mentioned in last week's update, we're in the process of making changes to our maximum allowable LVR from 90% to 80% for all construction loans.

From **Wednesday 13 December 2023**, please do not submit any construction loan applications above 80% LVR. The Residential Home Loans Credit Guidelines will be updated in due course to reflect this change.

## 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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