

Continue reading below or [view in your browser](#)



# Your weekly home loan broker update

Hi,

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

- changes to our home loan variable rates
- support staff access to the Broker Portal, including what you need to do if you haven't already given your support staff access
- our latest application processing times
- changes to construction loans
- a reminder about our digital resources, which are designed to help you.

## Changes to home loan variable rates

We're increasing our variable home loan interest rates for new loans. These rates are effective from **Wednesday 6 December 2023**.

### **Applications in progress**

Current variable rates will be applied to loans formally approved before close of business **Tuesday 5 December 2023**.

New variable rates will automatically be applied to all loans formally approved on and from **Wednesday 6 December 2023**.

**Set your business up for success over the summer break**

You asked us to make the Broker Portal available to support staff, and we're pleased to have made it available to them! By giving your support staff access to the portal, they'll be able to stay up to date on your clients' applications and provide timely updates to you and your clients by accessing the latest information.

### What you need to do

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 4 December 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.

## Changes to construction loans

We are in the process of making changes to our maximum allowable LVR from 90% to 80% for all construction loans. The Residential Home Loans Credit Guidelines will be updated in due course to reflect this.

From **Wednesday 13 December 2023**, please do not submit any construction loan applications above 80% LVR.

## 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.

[Important information](#) | [Privacy policy](#)

\*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.

This information is provided by Macquarie Bank Limited Australian Credit Licence 237502 for the use of licensed and accredited brokers only. In no circumstances is it to be used by a potential client for the purposes of making a decision about a financial product or class of products. Please note that all of our calls at Macquarie are recorded. Our Privacy Policy covers how we handle your information.