MACQUARIE

Your weekly home loan broker update

Hi,

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

- our latest application processing times
- how you can get your client's application processed as quickly as possible
- our updated declaration list
- 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 15 January 2024** 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.

How to get your clients' applications processed as quickly as possible

We've provided some tips below to help you get an even quicker approval on your clients' applications.

Before you submit any applications, please make sure you:

- complete your valuation order with accurate data to avoid delays (e.g. ensure that the 'estimated market value' and 'loan amount' are correct)
- complete a credit check for each client
- capture your client's expected ongoing living expenses post settlement in ApplyOnline
- provide a satisfactory explanation in ApplyOnline for any required living expense category where $0 or a very low amount is entered
- check you've entered all the information correctly (e.g. correct name and address details for your client)
- follow the supporting documents checklist and ensure you provide all the required documents
- upload any initial supporting documents via ApplyOnline
- check that the minimum annual surplus is $500, if not, any new clients must have a fallback position of $10,000 held in either savings or redraw, regardless of LVR.

We have a range of articles and information on our [Broker Help Centre](#) to help you prepare your applications.

Updated declaration list

From **Monday 29 January 2024** we'll be including an additional declaration to the originator declarations list in ApplyOnline. As part of this, you'll need to confirm that you've

captured the borrower's expected ongoing living expenses post settlement. Please note, there are no other changes to how you complete the ApplyOnline loan application.

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](#) to learn more.

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