



## Today's turnaround times



**New Deals:** 2 business day  
**Posts inc. Val:** 1 business day  
**Additional Advance:** 1 business day  
**Escalation requests:** 4 business hours

## Need help?

Simply email [whitelabel@pepper.com.au](mailto:whitelabel@pepper.com.au) who can assist with:

- Loan/Status updates on all live applications
- Sending in outstanding conditions
- Updates to valuation status; and
- Escalation requests

## Escalating an application?

Please note, all escalation requests need to meet these conditions:

- Application must have already gone through initial assessment and has AIP issued
- Valuation must be on file
- Application has urgency that requires approval
- Verification of urgency type. For any requests outside of the following, please contact your BDM.
  - **Purchase:** Cooling off is less than the current SLA or due the next day. Or, settlement date is less than 10 days.
  - **Refinance:** Urgent cash out purpose, or refinance due to financial impact to client

As always, thank you for your ongoing support. If you have any questions please reach out.

Pepper Money White Label

[whitelabel@pepper.com.au](mailto:whitelabel@pepper.com.au) | [1800 737 737](tel:1800737737)  
(Option 1)

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