



Your weekly home loan broker update

Dear Valued Client,

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

- our latest application processing times
- some digital ID changes we're making
- changes to home loan rates
- 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 29 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.

Identification changes - elevating our digital ID solution through NextGenID

As you may know, you can now digitally ID your clients via NextGenID (in ApplyOnline). NextGenID is our preferred ID verification method because it's more secure and efficient, enabling applications to reach our credit team for assessment more quickly.

As NextGenID is our preferred verification method, we're making the following changes:

- From **Monday 18 March 2024** the Home Loan ID Form can no longer be used for virtual interviews, as this was introduced as a temporary measure in response to COVID-19.
- The updated Home Loan ID Form will be available on our website from this **Wednesday 31 January 2024**. Please note, this new form should only be used if your client can't complete their ID verification digitally and an in-person interview is being held.

NextGenID can also be used for in-person interviews. Simply complete the basic applicant details in ApplyOnline by providing your client's full name and mobile number, to send them an ID request. When you meet, your client will have the SMS with their ID request, ready to start the process with you.

In preparation for this change we encourage you to start verifying your clients through NextGenID as soon as possible. For more information, you can visit our [Help Centre](#).

Changes to home loan rates

Reducing our fixed home loan rates

A reminder that we've recently reduced our home loan fixed rates and you can view our fixed rate card [here](#) for more information.

Variable rate changes

We're pleased to let you know we're also reducing our variable home loan interest rates. These rates will be effective from tomorrow, **Tuesday 30 January 2024**. You can view our new rate card [here](#).

Applications in progress

New rates will automatically be applied to all variable loans formally approved from **Tuesday 30 January 2024**.

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.

[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.

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