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# Your weekly home loan broker update

Hi,

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

- our latest application processing times
- support staff access to the Broker Portal
- 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 5 February 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.

## Set your business up for success by giving your support staff access to the Broker Portal

To set your business up for success, we encourage you to give your support staff access to the Broker Portal. Once your support staff have 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. This means that you can spend more time with your clients and working on your business.

### What you need to do

It only takes a couple of minutes to register your support staff with access to the Broker Portal. Get started today by following the instructions in this [Help Centre article](#).

## 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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