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Your weekly home loan broker update

Hi,

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

- NextGenID, which is a more secure and efficient way to verify your clients.
- Changes to our phone support service.
- Our latest application processing times.
- Our digital resources, which are designed to help you.

Have you verified your clients via NextGenID yet?

What is NextGenID?

NextGenID (NGID) is a digital ID solution within ApplyOnline. It's a quick and simple way for you to initiate a request for your client to electronically verify their identity. When you submit a digital ID request via NGID, your client will receive an SMS with instructions on how to securely verify their identity.

Did you know that NGID can also save you time on linked applications?

On their first Macquarie application, arrange for your client to complete their verification via NGID. Once their NGID report is returned to ApplyOnline, for future applications when you select NGID, you'll be given the option to use the previous NGID report.

This means that their information will remain on file and if still current, it can then be used for any future applications the client may make over the next 12 months.

If you haven't used NGID yet, we encourage you to start using it. A reminder that from **Monday 18 March 2024** we'll only accept the updated [Home loans ID form](#) if your client is unable to complete digital ID.

You can read our [Broker Help Centre article](#) and watch our ['How to' video](#) for more information on how NGID works.

Changes to our phone support service

As you may know, you can view the following information, at your convenience on the Broker Portal:

- The status of documents, including the issue and return of documents.
- Settlement condition, including booking updates and confirmations.
- Funds to complete updates.

As this information is already available on the Broker Portal, we'll no longer be providing updates about the above topics over the phone.

We update the Broker Portal in real time, so it's a faster and more convenient way for you to access the latest information, 24/7. We encourage you to share this update with your support staff, so that they're across these changes too.

i Don't forget to give your support staff access to the Broker Portal by following the instructions in this [Help Centre article](#). 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.

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 26 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
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Average time to credit assessment*	2 hours
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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.

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.

i 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.

* 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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