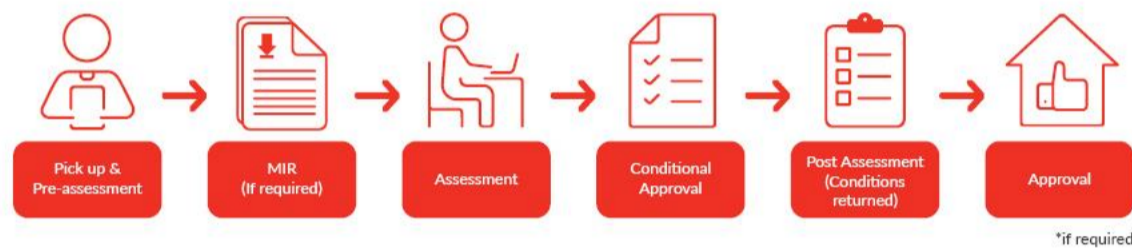


No images? [View in browser.](#)



Our turnaround times as of Monday 5 February 2024* are:

- Pick up & pre-assessment (file review) – **2 business days**
- More information required - **3 business days**
- Credit review/LMI - **2 business days**
- Post assessment (conditions returned) - **2 business days**

*Please note turnaround times change daily.

Policy update

1. Household Expenditure Measure (HEM) quarterly update

We will be updating the HEM benchmarks used in serviceability assessments to align with the latest quarterly HEM update and to ensure that we continue to lend responsibly.

2. Serviceability Assessment Rate (SAR) for external home loans

The SAR for external home loans will increase to 9.85% p.a. effective from Friday 9 February 2024.

Inflight applications

Any inflight applications received from brokers by close of business Thursday 8 February 2024 can be assessed based on the existing Submission Sheet.

Any reworked applications submitted after Thursday 8 February 2024 (no increase in lending or loan structure) can rely on the existing Submission

Sheet.

The updated Submission Sheet will be available to our brokers, via our [Broker Hub](#) on Friday 9 February 2024.

Should you require any further information please contact me on aaron.dvaz@pnbank.com.au.

Together, we are changing the way Brokers empower Australian borrowers.

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