



# Your weekly home loan broker update

Hi,

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

- First home buyers and things to consider when making an application.
- Our latest application processing times.
- Our digital resources, which are designed to help you.

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## Helping you with first home buyer applications

### **Find the information you need on our [Broker Help Centre](#)**

Data quality is essential for a fast approval and first home buyer applications can have additional steps to consider. Our [Broker Help Centre](#) has all our first home buyer information in one place so you can view the information you need in less clicks. View the article below to learn more about the application process, including how to phase with a first homeowner grant.

[View the article](#)

### **Helping you identify if your client is a first home buyer**

Your client could still be considered a first home buyer even if they don't qualify for a first homeowners grant or scheme. Your client is considered a first home buyer if:

- they're purchasing a property **to live in or to rent out** (i.e. owner-occupied or investment purposes), and
- it's their **first residential property in Australia**, regardless of any property ownership in other countries, and
- it's their **first residential property purchase**, regardless of if they have previously purchased vacant land or commercial property.

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## 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 19 February 2024** are below. Please note, these times are for fully packaged deals as per our [application checklist](#).

<b>Vetting – average time to pick up file</b>	<b>2 hours</b>
<b>Average time to credit assessment*</b>	<b>2 hours</b>



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.

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## 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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