



# 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
- NextGenID, which is our preferred verification method
- our new serviceability calculator, which includes the latest household expenditure measures
- 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 12 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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## Have you verified your clients via NextGenID yet?

NextGenID (in ApplyOnline) is our preferred ID verification method because it's a more secure and efficient way to verify your clients.

### We encourage you to:

- Start using NextGenID to verify your clients.
- If your client can't complete their ID verification digitally and an in-person interview is being held, use our [updated Home loans ID form](#).
- If you've saved a copy of this form previously, please delete it and refer to our website for the latest copy of the form.

A reminder that from **Monday 18 March 2024** we'll only accept the updated [Home loans ID form](#) if NextGenID can't be used (i.e. if your client can't complete their verification digitally).

### Here are some resources to help you start using NextGenID:

- Read our [Broker Help Centre article](#)
  - Watch our ['How to' video](#).
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## Start using our new serviceability calculator

We're updating our servicing calculator this **Thursday 15 February 2024** to include the latest household expenditure measures (HEM).

You can download the new serviceability calculator by clicking the button below:

[Download the calculator](#)

### Applications in progress

As we transition to the new calculator, there will be a two-week grace period. This means that:

- Any applications submitted prior to **5:00pm (Sydney time) Monday 29 February 2024** are valid using the current (August 2023) version of the servicing calculator.
- Any applications submitted on or after **5:00pm (Sydney time) Monday 29 February 2024** must use the February 2024 version of the servicing calculator (linked above).

For more information, you can read our [credit guidelines](#).

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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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