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# Your weekly home loans broker update

Hi,

This week we've included a few helpful updates. Continue reading for more information on:

- **live chat** - available on the Broker Portal from this Thursday. Don't forget to **give your support staff access to the Broker Portal** so they can use live chat too
- changes to our **variable rate review process** to introduce a more efficient way for your clients to get a variable rate review online
- **construction loan progress payments**, including information on when you can expect to hear back from us about the status of your client's payment
- our latest application **processing times**
- **digital resources** designed to help you.

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## Get faster answers to your queries via live chat on the Broker Portal

From this **Thursday 14 March 2024**, live chat will be available on the Broker Portal. Live chat is a real-time, two-way digital communication channel where you can connect directly with a broker support officer and get help with your in-flight applications. It's a faster and more efficient way to get in touch with our team. Rather than calling or emailing us, you can simply start a chat to get your queries answered quickly.

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## What's next?

We'll send you an email later this week with more information about live chat and how to use it. In the meantime, don't forget to give your support staff access to the Broker Portal so they can use live chat too. Read this [Help Centre article](#) to find out how to register your support staff with access to the Broker Portal.

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## Your clients can get a variable rate review in just a few clicks

As you may know, your clients can request a variable rate review quickly and easily via mobile and online banking. Given your clients can do this online, from **Monday 18 March 2024**, we'll no longer process email requests for variable rate reviews for loans starting with a BSB of 183.

Instead, your client can complete a variable rate review via online or mobile banking. When your client submits a variable rate review, we'll let them know the outcome of their request generally within three calendar days.

A reminder that variable rate review requests for loans starting with a BSB of 182 should continue to be submitted on the Broker Portal. You and your clients can refer to this [Help Centre article](#) for more information.

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## Helpful reminders about construction loan progress payments

We've recently received a number of queries about construction loan progress payments. We'd like to share some helpful reminders about when you can expect to hear back from us regarding progress payments.

- When you submit a progress payment, you'll receive an automated email confirming we've received your request. Please allow up to **five business days** for the progress payment claim to be reviewed.
- If a progress inspection is required, please allow up to **ten business days** for the inspection to be completed.
- If your request is about changes to the building contract or the progress payment schedule (PPS), these are subject to a review which may require a new valuation. In this case, please allow up to **ten business days** for this to be reviewed.



If your request is within the timeframes quoted above, we'll get in touch with you via email to confirm once the payment has been made or if we need anything else from you, so you don't need to contact us.



Please share this update with your support staff, so they know when we'll be in touch.

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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 11 March 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.

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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://www.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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