

Continue reading below or [view in your browser](#)



## Your weekly home loans broker update

Hi,

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

- **the benefits of NextGenID**, our preferred verification method
- useful resources on **Broker Help Centre** which you and your support staff can use for instant responses to your enquiries, rather than having to call us
- our latest application **processing times**
- **digital resources** designed to help you.

### NextGenID – a faster, simpler and more efficient way to verify your clients

When you submit a digital ID request via NextGenID (NGID), your client will receive an SMS with instructions on how to securely verify their identity. This means the verification process is completed digitally, rather than you and your client having to complete our manual ID forms.

#### Here are some of the benefits of NGID:

##### **Faster, more accurate applications**

Since we launched NGID we've consistently seen that applications submitted via NGID are more accurate which means we can process applications faster. This results in a smoother application experience for you and your clients.

##### **A more efficient way to process linked applications**

On their first Macquarie application, make sure your client completes their verification via NGID. For future applications when you select NGID, you'll be given the option to use the previous NGID report which means that your client's information will remain on file. If their information is still current, it can then be used for any future applications your client may make over the next 12 months.

##### **Start using NGID today**

With NGID you'll spend less time on paperwork, and more time growing your business. View our Help Centre article (below) to learn more about NGID.

[Learn more about NGID](#)



Don't forget to give your support staff access to the Broker Portal so they can track the status of in-flight applications, view the loan information for your clients and more. You can follow the instructions in this [Help Centre article](#) to give them access.

### Use our Broker Help Centre to get instant answers to your enquiries

The average wait time when you call us is currently around five minutes. Rather than calling us and waiting in the queue, we encourage you to use our [Broker Help Centre](#) to

get instant answers to your enquiries. Our Broker Help Centre is your one stop shop for 24/7 support, it contains information on a range of topics to help you navigate our products and services.

Here are some useful links which relate to the common enquiries we receive from you and your support staff. Simply click on the link for more information about the below topics.

- [Internal refinance](#) – including what happens to offset account/s
- [Discharging client's home loan](#)
- [Making changes to construction loans](#)
- [Progress payments for construction loan](#)
- [Home loan repayments](#)
- [Technical variations](#)
- [Permanent limit reductions](#)



Please share this update with your support staff, so they can use our Broker Help Centre to get faster answers to their enquires.

## 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 18 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.

## 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.

[Important information](#) | [Privacy policy](#)

\* 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.

This information is provided by Macquarie Bank Limited Australian Credit Licence 237502 for the use of licensed and accredited brokers only. In no circumstances is it to be used by a potential client for the purposes of making a decision about a financial product or class of products. Please note that all of our calls at Macquarie are recorded. Our Privacy Policy covers how we handle your information.