MACQUARIE

Your weekly home loans broker update

Hi,

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

- How you can get your clients' applications processed more quickly using NextGenID.
- Support staff access to the Broker Portal, we encourage you to give your support staff access so you can spend more time working on your business and with your clients.
- Our latest application processing times.
- Our digital resources, which are designed to help you.

Start using NextGenID to get your clients' applications processed even quicker!

NextGenID (NGID) is our preferred ID verification method because it's a quick and simple way for your client to electronically verify their identity.

> Since we launched NGID we've consistently seen that applications submitted via NGID are processed faster. This is because NGID simplifies the verification process for you and your client which means that the majority of applications have all the information we need, resulting in a smoother application experience for you and your client.

You can read our Broker Help Centre article and watch our 'How to' video for more information on how NGID works.

Give your support staff access to the Broker Portal so you can spend less time on administration

Don't forget to give your support staff access to the Broker Portal by following the instructions in this Help Centre article. Once your support staff have access to the Broker Portal, they'll be able to track the status of in-flight applications, view the loan information for your existing clients, and more. This means that you can spend more time with your clients and working on your business.

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

Vetting – average time to pick up file	**2 hours**
Average time to credit assessment*	**2 hours**

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](#) to learn more.

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