

Hi,

We would like to share an update to our home lending service levels.

Please see below for our current turnaround time position, as well as the inclusion of a construction specific SLA. Changes are highlighted in **yellow** and will also be available on [Home Loans | Service Levels | Suncorp Bank](#).

Credit Assessment - Time to Decision*					
Business days from when all docs received in AOL					
<b>Suncorp Bank SunLight</b> 48hrs <a href="#">Find out more</a>					
<b>Elevate Accredited, PAYG and Basic Self Employed</b>			<b>Elevate Gold, PAYG and Basic Self Employed</b>		
Purchase & Pre-Approval Conversion 5 Days	Refinance, Add & Equity Loan 6 Days	<b>Construction</b> 10 Days	Purchase & Pre-Approval Conversion 4 Days	Refinance, Add & Equity Loan 5 Days	<b>Construction</b> 8 Days
In-flight assessment 3 Days					
Conditional Pre-Approval 2 Days					
Documents Generation 5 Days					
Purchase & Refinance Settlement 5 Days					
Add & Equity Loan Settlement 5 Days					

If you have questions at all, please don't hesitate to reach out to [BrokerPartnershipsOperations@suncorp.com.au](mailto:BrokerPartnershipsOperations@suncorp.com.au).

