



# Your weekly home loans broker update

Hi,

We're investing significantly in enhancing our Broker Portal to give you the tools you need to run your business efficiently and keep your clients and your business safe. In this week's update you can read about:

- how to **give your support staff Broker Portal access**, so they can more easily collaborate with you and deliver outcomes for your clients
- changes we've made to the **pre-approval process** so you can move faster from pre-approval to approval
- internal refinances, including links to our **Broker Help Centre** for faster responses to your enquiries
- our latest application **processing times**
- **digital self-serve support resources** designed to help you.

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## Have you given your support staff Broker Portal access?

On our Broker Portal you can track the status of in-flight applications, view loan information for you clients and more – everything you need is in one secure digital portal. That's why we've made the Broker Portal available to support staff, so you can spend less time on administration and more time working on your business.

**You can give your support staff access to the Broker Portal in just a few clicks. Here's what you need to do:**

1. log in to the Broker Portal
2. navigate to the 'Support Staff' page
3. click add support staff member

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4. check existing access – if your support staff member already has access, click add a new support staff member
  5. review and confirm that you understand the terms and conditions
  6. once acknowledged, your support staff member will shortly be added to your 'Support Staff' list
  7. they'll then receive an email from us with information on how they can access the Broker Portal.

You can view this [Help Centre article](#) for more detailed instructions.

Once your support staff can access Broker Portal, they'll be able to self-serve by monitoring and tracking applications in real-time, keeping you and your clients up to date.

### **Have you tried our live chat functionality?**

We recently launched live chat on the Broker Portal, and we're pleased to see so many brokers and support staff getting value from it. Live chat is a real-time, two-way digital communication channel with one of our broker support officers. It's a faster and more efficient way to get help when you need it. If you haven't already, we encourage you to give your support staff access to the Broker Portal so they can use live chat too.

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## Move more quickly from pre-approval to approval

Our pre-approvals process uses numerous rules to assess your application. Here are some tips to help your clients get their pre-approval:

- check your client's living expenses to ensure they're accurate
- use Access Seeker to ensure you've captured liabilities correctly.

By providing correct and accurate information upfront, your clients will move from pre-approval to approval even faster.

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## What you need to know about internal refinances

We've received a lot of enquiries about internal refinances and what happens to existing offset accounts when your client internally refinances. Here's what you need to know:

- **For BSBs starting with 182:** offset account(s) will be converted to transaction account(s). If your client would like to link the account to their new home loan, they can contact us after settlement to arrange this. Please note, only your client can do this, you can't do this on their behalf.
- **For BSBs starting with 183:** offset account(s) will be closed at settlement. Any funds in their offset account(s) will be used to reduce their payout figure.
- **Get a faster answer via Broker Help Centre:** You can read this [Help Centre article](#) for more information about internal refinancing. Our

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average wait times on the phone are around five minutes, so it's often faster to self-serve and use our Help Centre to solve your queries.

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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 25 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://macquarie.com.au/securityandscams) to learn more.

\* 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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