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Your weekly home loans broker update

Hi,

This week we're sharing a few helpful updates. Continue reading for more information about:

- our new credit phone number
- changes to our construction home loan rates
- our latest application processing times
- digital self-serve support resources.

Make sure you save our new credit phone number

On **Monday 29 April 2024** the credit phone number we call you from will change to **(02) 8550 5651**.



Please make sure you save this new number. Having our credit team's phone number saved on your phone will help improve the speed to approval as you'll recognise when the team are trying to call you.



You can use our digital resources, such as live chat, the Broker Portal and Broker Help Centre, to get a faster response to your enquiries. If you need to call our credit team between now and **Monday 29 April 2024** you can use the current phone number. Please note, if you attempt to call the team using the old number after **29 April**, your call won't be connected.



We'll still send you an SMS 15 minutes before we attempt to call you and our new phone number will be included in the message. This SMS is designed to give you confidence that it's a legitimate call from Macquarie and helps you plan your time.

Changes to construction home loan rates

From next **Wednesday 24 April 2024**, we're changing the interest rate type applied to new construction loans during the interest only construction period. From this date, the rate type applied during this initial period will change from the principal and interest rate to the interest only rate.

Applications in progress

There will be no change to construction loans formally approved before close of business **Tuesday 23 April 2024**. They'll settle with the current principal and interest rate.

The interest only rate will automatically be applied to all construction loans formally approved on and from **Wednesday 24 April 2024**.

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 15 April 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.

[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.

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