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MACQUARIE

Your weekly home loans broker update

Hi,

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

- how to get your support staff using the Broker Portal
- our latest application processing times
- digital self-serve support resources.

Are your support staff using the Broker Portal?

It's great to see more and more support staff using the Broker Portal. Once your support staff are logged into the Broker Portal, they can contact us via live chat, which is a faster and more efficient way to get your queries answered quickly.

Plus, on the Broker Portal, support staff can track the status of in-flight applications, view loan information for your existing clients, and more. This helps you save time on administration and gives you more time to spend with your clients and working on your business.

How to give your support staff Broker Portal access

If you haven't already, you can give your support staff access to the Broker Portal in just a few clicks. Simply follow the instructions in this Help Centre article to give your support staff access today.

Keeping your support staff updated
We appreciate the important work your support staff do to help you and your clients through the home loan journey. We'll be sending regular updates to support staff who are registered to use the Broker Portal to help them maximise the benefits of our digital tools and to help them save more time. Make sure your support staff are registered so they can receive these updates from us.

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 29 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.

* 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.