

Hi,

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

Please see below for our current turnaround time position. 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

Suncorp Bank SunLight
48hrs
[Find out more](#)

IMPORTANT: For comprehensive self employed applications, increase service level by 15 days

Elevate Accredited, PAYG and Basic Self Employed			Elevate Gold, PAYG and Basic Self Employed		
Purchase & Pre-Approval Conversion 5 Days	Refinance, Add & Equity Loan 6 Days	Construction 8 Days	Purchase & Pre-Approval Conversion 4 Days	Refinance, Add & Equity Loan 5 Days	Construction 6 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

