



Your weekly home loans broker update

Hi,

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

- using our latest **Broker Portal enhancements** to get the efficiency, confidence, and control to grow your business
- **changes to our credit cards**, including a summary of what's changing to help you prepare for conversations with your clients
- information about **home loan repayments and direct debits**, which will help you answer common queries
- our latest application **processing times**
- **digital self-serve support resources** designed to help you.

Take advantage of our latest Broker Portal enhancements

We're investing in our Broker Portal to give you the tools you need to run your business efficiently and to keep your clients and your business safe. Over the past few months, we've launched three new enhancements:

1. **NextGenID (NGID)** – a faster, simpler, and more efficient way to digitally verify your clients. [Find out more.](#)
2. **Live chat** – a real-time, two-way digital communication channel with one of our broker support officers via the Broker Portal. [Find out more.](#)

-
3. **Support staff access to the Broker Portal** – empower your support staff with their own Broker Portal login. They'll be able to access information they need, when they need it, and you'll spend less time on administration and more time with your clients and working on your business. [Find out more](#).

We hope you and your support staff are enjoying the benefits of an even better digital experience. You can share your feedback at any time by clicking on the feedback button on the right-hand side of the screen. Keep your feedback coming and we'll continue to deliver even more enhancements and improvements.

Changes to our credit cards

From **Monday 1 July 2024** we'll be making some changes to our credit card fees, Macquarie Rewards program and our variable purchase and cash advance rates. You can visit our support page to find out what's changing.

From tomorrow, **Wednesday 3 April 2024** the [credit card key fact sheets](#) will include a notification to let clients know these are upcoming. Please ensure you're providing the correct fact sheet and information to clients who apply for a credit card with their Macquarie home loan.

As part of these changes, we'll no longer waive the primary cardholder annual fee* for any clients who apply for a Macquarie Credit Card with a basic home loan.

[View our support page](#)

* Previously applied for the first year the account is open.

Helpful information about home loan repayments and direct debits

We've received a lot of enquiries about home loan repayments and direct debits. Here's what you need to know:

- **Direct debit repayment frequency** occurs monthly on the due date specified on your client's settlement record (and in mobile and online banking). A reminder this date can't be changed.
- **Repayments:** your clients can choose to make repayments via a monthly direct debit or salary credit/EFT at any desired frequency.
- **Viewing or making changes:** your clients can log in to Macquarie Online Banking or the Macquarie Mobile Banking app to view or make changes to their direct debit account or repayment method.

For more information, you can read this [Help Centre article](#) (click on the repayments tab). Please share this update with your support staff so they can answer your clients' queries without delay.

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 **Tuesday 2 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.

This information is provided by Macquarie Bank Limited Australian Credit Licence 237502 for the use of licensed and accredited brokers only. In no circumstances is it to be used by a potential client for the purposes of making a decision about a financial product or class of products. Please note that all of our calls at Macquarie are recorded. Our Privacy Policy covers how we handle your information.