



Need help?
Email broker support

Dear Business Partner,

I am writing to thank you for your continued support of Bank Australia and to provide an update on our current processing timeframes.

The strong support received from our valued broker partners through Bank Australia's Offset Home Loan Refinance Offer, together with the Australian Government's 5% Deposit Scheme and Help to Buy Scheme, has resulted in a significant increase in new mortgage application volumes.

As a result, our revised Service Level Agreements (SLAs) are as follows:

SLA category	Business days	LMI business days
PAYG applications	6	7
Self employed applications	6	7
Scheme loan applications	6	N/A
Construction loan applications	6	7
Review of additional documentation	2 business days	
Contracting document preparation	2 business days	

We appreciate your continued partnership and understanding as we work to manage this increased demand while maintaining a high standard of service for our customers.

Reach out if you need support

For any questions or assistance, please contact the broker support team at [03 9854 4818](tel:0398544818) or brokersupport@bankaust.com.au. Alternatively, reach out to your broker relationship manager directly.

Regards,

Matt Wood

National Manager – Broker Partnerships



brokersupport@bankaust.com.au

[03 9854 4818](tel:0398544818)



bankaust.com.au/broker



Bank Australia

Bank Australia Limited | ABN 21 087 651 607 | AFSL/Australian Credit Licence Number 238431

Bank Australia respects your privacy. View Bank Australia's [privacy policy](#). For your own security, never click a link to Bank Australia's website which then asks you to login to your account and verify your details. Bank Australia does not send these types of emails. Bank Australia recommends that you [contact us](#) immediately if you receive such an email. We also recommend you regularly scan your PC for viruses and malicious software.

We respectfully acknowledge the Traditional Custodians of all the lands on which we live and work, and we pay our respects to Elders past and present. We recognise their continued connection to the land, waters and culture and we acknowledge that sovereignty has never been ceded. Our head offices are located on the land of the Wurundjeri Woi Wurrung people of the Kulin Nation in Victoria, and the land of the Gadigal people of the Eora Nation in New South Wales.

We support the Uluru Statement from the Heart to achieve justice, recognition and respect for First Nations peoples. We see reconciliation as a fundamental responsibility for Bank Australia and we are committed to advancing reconciliation with First Peoples across Australia.

© 2026 Bank Australia