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Dear Business Partner,

I'm reaching out again, as our previous communication on Friday didn't include SLAs associated with PAYG and Self-Employed applications.

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:

PAYG applications	8 business days or 9 business days if LMI is applicable
Self employed applications	8 business days or 9 business days if LMI is applicable
Scheme loan applications	8 business days
Construction loan applications	8 business days or 9 business days if LMI is applicable
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@bankaustr.com.au. Alternatively, reach out to your broker relationship manager directly.

Regards,
Matt Wood
National Manager – Broker Partnerships

 brokersupport@bankaustr.com.au

 03 9854 4818

 bankaustr.com.au/broker



We respect your privacy. View our [privacy policy](#). For your own security, please stay alert for scam red flags. For example, never click an email link which asks you to log in to your account and verify your details. Bank Australia does not send emails like this. If you receive an email like this please [contact us](#) immediately. We also recommend you regularly scan your devices for viruses and malicious software. Visit our [security and fraud prevention tips](#) for more information on how to keep your accounts safe.

You should consider the appropriateness of this advice in relation to your financial situation and needs. You should review the [product disclosure documents](#), [deposit](#) or [loan](#) fees, charges and transaction limits & [Target Market Determinations](#) when considering products with Bank Australia.

At Bank Australia we respectfully acknowledge the Traditional Custodians of all the lands on which we work, and pay our respects to Elders past and present. Our head office is located on the land of the Wurundjeri people of the Kulin Nation. We recognise their continued connection to the land, waters and culture and we acknowledge their sovereignty has never been ceded. We acknowledge the constant resistance and resilience of First Nations people in their fight for self-determination.