

**Dear Business Partner,**

Thank you for your continued support of Bank Australia.

I'm writing to let you know that our **Offset Home Loan Refinance Offer** will be closing on Friday 11 September 2026.

**Key dates**

- Applications must be lodged by: 5pm, Friday 11 September 2026
- Must fund by: 30 November 2026

The strong support for the Refinance Offer, along with demand generated through the Australian Government's 5% Deposit Scheme and Help to Buy Scheme, has led to a significant increase in application volumes. As a result, our processing timeframes remain under pressure and are expected to increase as we approach the offer end date.

Our revised Service Level Agreements (SLAs) are as follows:

| SLA category                       | Business days   | LMI business days |
|------------------------------------|-----------------|-------------------|
| PAYG applications                  | 15              | 16                |
| Self employed applications         | 15              | 16                |
| Scheme loan applications           | 10              | N/A               |
| Construction loan applications     | 15              | 16                |
| 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](mailto:brokersupport@bankaust.com.au). Alternatively, reach out to your broker relationship manager directly.

Regards,  
**Matt Wood**  
National Manager – Broker Partnerships



[brokersupport@bankaust.com.au](mailto:brokersupport@bankaust.com.au)



[03 9854 4818](tel:03 9854 4818)



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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.

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