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Bank Australia

Dear Business Partner,

I am writing to thank you for your continued support of Bank Australia. We're pleased to share an update on our current processing timeframes. As application volumes have stabilised, turnaround times have now significantly improved.

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

PAYG applications	• 2 business days, +1 business day if LMI applies
Self employed applications	• 3 business days, +1 business day if LMI applies
Scheme loan applications	• 25 business days to first decision
Construction loan applications	• 3 business days, +1 business day if LMI applies
Additional document review	• 2 business days to review subsequent documentation
Document preparation and issuance	• 4 business days for document preparation and issuance • 6 business days for document preparation and issuance for loans where the security is in WA, NT, ACT or TAS and any paper-based settlements

Funding deadline extended for Bank Australia's Refinance Offer

To support customers and brokers through current processing timeframes, we have extended the funding deadline for applications submitted under Bank Australia's Refinance Offer. Eligible applications must now be funded by 31 December 2026.

We appreciate your continued partnership and understanding as we work to manage the 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 or brokersupport@bankaust.com.au. Alternatively, reach out to your Broker Relationship Manager directly.

Regards,
Matt Wood
National Manager – Broker

brokersupport@bankaust.com.au

03 9854 4818

bankaust.com.au/broker



Bank Australia

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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.

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