

Broker update

The latest broker news to your inbox

Hi \${FNAME}\$,

We've made a slight change to our assessment timeframes, which includes a different SLA for pre-approvals. Our current SLAs are detailed below and are always available via our [broker site](#).

Our Current SLAs

- **New application assessment** – 3 business days
- **Pre-approvals** – 7 business days
- **Missing information reviews / Formal approval** – additional 4 business days

Submission Tips for a Faster Assessment

To help your applications move through assessment smoothly, here are some handy reminders:

1. **Double-check supporting documents;** Ensure documents are complete, current, and clearly labelled.
2. **Complete all mandatory fields;** Carefully review the application to ensure nothing is missed.
3. **Confirm customer details;** Make sure names, addresses, and key details match across all documents.
4. **Include detailed notes;** Broker notes help assessors understand special circumstances or key context.
5. **Complete NextGenID for all applicants;** Submitting without this may cause avoidable delays.

If you have any questions or would like to run through a scenario, please don't hesitate to get in touch.

Kind regards,

\${CRM:CONTACTOWNER}\$

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Important information

Any advice is general only and does not take into account your personal objectives, financial situation or needs and you should consider whether it is appropriate for you. Loan applications are subject to MyState's credit approval criteria. Terms and conditions, fees and charges may apply.

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