

Our latest service levels

As at Tuesday 30th June 2020

Applications in progress

To avoid delays please submit the latest bank statements showing a salary credit within the last **35 days**.

Fully packaged New applications	7 working days <i>to assessment/approval</i>
Fully packaged Foreign Income/Legacy applications	15 working days <i>to assessment/approval</i>
Assessing Supporting documents	7 working days
Responding to Broker messages	8 working days
Reviewing Application Amendment Forms	10 working days

Packaging your cases

Please ensure your cases are fully packaged prior to submission so we can process your customer's application to offer as quickly as possible.

You can find packaging support [here](#).

For any case updates, policy or criteria queries, you can also talk to us with [Live Chat](#)