

Getting the fastest approval

About this guide

This guide has been designed to help you get the fastest formal approval. To get the fastest formal approval, the following is important:



Communication:

Action your Back Channel Messages (BCM)



Identification:

Use ZipID



Submission:

Submit quality data

Communication

How do we communicate with you?

BCMs are our way of keeping you up to date on the status of your client's loan. You'll receive BCMs from the submission stage right through to formal approval.

All requests for additional information will be sent via a BCM, so it's critical you keep an eye out for these. The sooner you send us the additional information requested, the sooner we can finalise our decision for you and your clients.

There are two types of BCMs:



System generated



Credit assessor or broker support generated

View the timeline of when you'll receive a BCM.

How do I stay updated?

The best way to stay up to date on the status of your client's loan application is through your aggregator software, or you can configure your BCM settings to receive notifications via email or SMS.

Configuring your BCMs in a way that works for you and your business ensures you receive the BCM in a timely manner.

View instructions on how to activate your BCMs for loan status or events.

Identification

ZipID is an intuitive mobile application available on Google Play and the Apple Store. With ZipID, you can verify the identity of your client in the comfort of your office or your client's home with your smartphone.

ZipID allows you to collect the required identification documents and walks you through the identity verification process to get it right the first time.

Once you're accredited with Macquarie, you'll receive your ZipID details. You'll then need to activate your ZipID account.



Watch this video to find out why brokers use ZipID.

How do I use ZipID?

1

Download the ZipID app from Google Play or the Apple Store. Log in to the app with your credentials.



2

Take a photo of the identification documents.



3

Take a photo of the client.



4

Submit or save the application.



For more information on ZipID, visit the [ZipID website](#).

Submission

To help you get a fast approval, it's important that you:

1. order the upfront valuation,
2. enter your broker notes in the **Comments and Objectives** field in **ApplyOnline**.
If you have a complex deal that requires extra notes then say so in the **Comments and Objectives** field and attach them alongside the supporting notes.
3. ensure all the data has been input correctly.

If errors are found in the submission at the:

- pre approval stage you'll need to edit and resubmit the application
- post formal approval stage you'll need to clone and resubmit the application, which starts the application process again.

Entering the incorrect information can delay an approval.

What happens if?	What's the impact?	What can I do?
<p>Client's details entered incorrectly</p> <p>When the client's name and/or date of birth doesn't match the identity documents submitted:</p> <p>Examples:</p> <ol style="list-style-type: none">1. If a client's name appears as John George Smith on his identification, you must input John George Smith not John Smith or John SMITH.2. If a client's name appears as Ms Jane McPherson on her identification, you must input her name as Ms Jane McPherson not Ms Jane Mcpherson. It's imperative to ensure the casing is correct.	<p>An incorrect name and date of birth may delay the approval process.</p> <p>You can edit and resubmit the application prior to formal approval.</p> <p>Post formal approval, you'll need to clone and resubmit the application.</p>	<p>Double check your client's details, including name and their date of birth</p> <p>Review the Conditional Approval Record (CAR) once you have submitted an application.</p>
<p>Client's mobile and email incorrect</p> <p>Client's mobile number and email address are entered incorrectly.</p> <p>Examples:</p> <p>Enter the client's mobile number as 0400000000 not +610400000000</p>	<p>Delayed loan documents and settlement</p> <p>The client won't receive their electronic loan documents, delaying the issue of loan documents and settlement. The mobile number and email are required so that your client can access their loan contract.</p>	<p>Enter your client's mobile and email address correctly</p> <p>As clients will receive their documents electronically, it's important to enter your client's mobile number and email correctly.</p> <p>Review the Conditional Approval Record (CAR) once you have submitted an application.</p>
<p>Incorrect address details</p> <p>From time to time, incorrect address details are entered in the following fields:</p> <ul style="list-style-type: none">• security address details• home address details	<p>Application resubmission and poor client experience</p> <p>Incorrect address information will require you to edit and resubmit to correct the address prior to formal approval.</p> <p>Post formal approval you will be required to clone and resubmit the application, which starts the application process again.</p>	<p>Ensure the address entered on the application matches contract of sale or current title and loan docs</p> <p>Ensure you enter the new purchase address format exactly as what's on contract of sale or current title.</p> <p>Please be aware of unit numbers and multiple street address numbers such as 44-46.</p>

Disclaimer

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