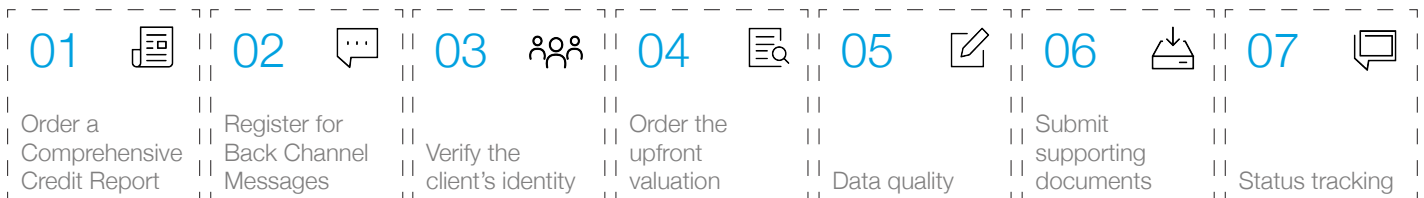# Submitting a Macquarie Home Loan

About this guide

This guide has been designed to help you submit a quality application to enable you to get the fastest credit decision with Macquarie and guide you through the settlement process.

When submitting an application with Macquarie, there are a few things you need to remember to get the fastest credit decision, they are:

01	02	03	04	05	06	07
Order a Comprehensive Credit Report	Register for Back Channel Messages	Verify the client's identity	Order the upfront valuation	Data quality	Submit supporting documents	Status tracking

Order a Comprehensive Credit Report (CCR)

It is no longer required for your clients to provide statements as a supporting document for a home loan, even on a refinance application. Instead you need to obtain a privacy consent from your client and order a CCR via your Macquarie access to Equifax. The CCR will enable you to make a more balanced assessment by looking at both the positive and negative credit history of your client, and this is what Macquarie uses to assess your client's credit history instead of statements.

You can find out how to order a CCR here.

Once you have confirmed your client's credit history is acceptable to Macquarie, proceed to register to receive Back Channel Messages (BCMs), if you have not done so already.

Register for Back Channel Messages (BCMs)

Back Channel Messages provide up-to-date status of your client's loan and this is how we communicate with you throughout an application. Macquarie uses BCMs to request additional information if needed to help with the loan assessment and notify you of key milestones such as formal approval. You can opt to receive your BCMs via email, SMS or both.

To receive BCMs, you'll first need to activate the service on ApplyOnline. You can find instructions on how to activate the service here.

Verify the client's identity

It's important to accurately verify your client's identity. You can verify the client's identity by using:

- ZipID or
- the Macquarie Home Loan Identification Form

To get the fastest approval, it's important to ensure the applicant's ID is clear and can be easily read. When preparing to submit the application in ApplyOnline, ensure that the applicant's information matches the identification. Ask the client for their full legal name and ensure the spelling on their identification documentation matches your application. This means if a client has a middle name on their identification, you'll need to include this on the application documentation.

You should also ensure the identification you provide for the applicant meets one of the 5 accepted verification of identification categories. For most categories, a valid passport or Australian drivers license is required along with one to two supporting Government issued identification documents such as a birth certificate or Medicare card. Refer to our Macquarie Home Loan Identification Form for more information.

Alternatively instead of using the Home Loans Identification Form you can complete the identification for your client using the ZipID app. Using ZipID has a significantly lower error rate and it is the preferred method. Macquarie has registered you for this handy service at no cost to you or your client so please download the ZipID app for your smart phone. You can find more information about ZipID here.

If you can't meet with your client face-to-face, you can use the handy ZipID 'Come to you service'. You can find more information about how to use the ZipID 'Come to you service' here.

Order the upfront valuation

Waiting on a valuation to be ordered can delay the credit decision on an application as it is required to be ordered when the application has been conditionally approved by the credit team. To get the fastest credit decision, it is recommended the upfront valuation be ordered prior to submitting the application.

You can order the valuation through the Macquarie Valuation Ordering website. If you order a valuation through Macquarie and submit an application within 60 days, we will return the pending $48 valuation fee, regardless of the outcome of the application. Please speak to your BDM to learn how you can qualify for free access to upfront valuations with Macquarie.

Data quality

When submitting an application with Macquarie, it's important to ensure the application data matches the supporting documents submitted. Data quality is one of the main reasons an application decision is delayed.

Once an application has been conditionally approved you will receive a Conditional Approval Record. At this point it is important to check that the client details are 100% accurate, because you can edit to resubmit the application for any required corrections prior to formal approval. If an application is formally approved, you can no longer make changes to the application and will have to clone and resubmit the application for any changes. Things to remember when submitting an application for a Macquarie Home Loan:

- client details match the supporting documents you submit. This includes the client's full legal name as shown on their Australian passport, date of birth, email address, phone number and address details. If the email address and/or mobile number is incorrect for an applicant, they will not be able to receive their loan offer documents.
- the correct product, features and rates are selected.
- broker notes are clear and concise and support the application.

We have resources available on www.macquarie.com.au/broker to help you select products and features in ApplyOnline.

Submitting supporting documents

For an application to be fully assessed by our Credit team, you will need to submit the supporting documents along with the application.

You can submit supporting documents:

- by emailing the supporting documents to docs@loans.macquarie.com, or
- via the Supporting Documents upload portal in ApplyOnline.

To help you submit supporting documents, we have resources available on www.macquarie.com.au/broker such as the Supporting documents checklist and the Emailing supporting documents guide.

Once all supporting documents are submitted, our team conducts a pre-credit assessment check to ensure a complete application is submitted before sending it to our credit team to assess.

If all the required documents are on file, the application will be sent to the Credit team to be assessed, and you will also receive a Back Channel Message letting you know the application has been sent to the Credit team.

Tracking the status of the application

When you submit an application, you will receive back channel messages throughout the home loans process. These are the following

Back Channel Messages (BCM) you will receive:

- Submission: This is a system generated message acknowledging the receipt of the application and will provide you with an APP number.
- Supporting Documents: We immediately follow up BCM 1 with a list of the supporting documents required for the application. Please note, this list does not take into consideration any documents you have submitted with the application.
- Supporting documents reminder: You'll receive this if you haven't submitted the supporting documents. If you have submitted all the supporting documents and keep receiving the reminder, contact our Broker Support Team on 1800 174 945.
- Application sent to Credit: you'll receive this back channel message advising you that the application is now with credit, due to be picked up as per their SLA.

Once the application has been assessed by a Credit Assessor, they will be in touch to advise you of the outcome. To help set your expectations, we have our current processing times available on www.macquarie.com.au/broker and a guide to help you track the status of your application through ApplyOnline.

Once an application has been approved, you will receive a BCM advising of the formal approval. The formal approval letter will be sent with a 4 hour delay to both you and the client by email to give you time to contact your client and advise of the loan approval.

Loan documents

Our home loans process is a digital end-to-end experience. As part of this experience, our Loan Documents are issued via DocuSign through our Panel Solicitors.

DocuSign will require a two-factor authentication, meaning your clients will receive an email with a link to the loan documents. The link will then ask them to generate a SMS code to access the documents. It is important through the application process that you input the clients correct email address and phone number so that they can receive their loan documents.

You will receive a read-only version of the loan documents for your reference.

If you have any inquiries regarding the loan documents or settlement date, contact the Panel Solicitors for your state (subject to change):

- Dentons: Western Australia, South Australia and Northern Territory
- LegalStream: New South Wales
- MSA: Victoria, Tasmania, Queensland and Australian Capital Territory

This information regarding the instructed solicitor will also be issued to you via BCM once the application has been formally approved.

Settlement and post settlement resources

To ensure the home loan is ready to be settled, you can:

- Upload insurance details noting Macquarie Bank Limited as the interested party when completing the loan documents.
- Ensure any special conditions such as evidence of debts to be paid out or limits reduced prior to settlement are provided.

In addition, you can follow up the client's solicitors to ensure the transfer of land is completed for any purchases.

Once the home loan is settled, the client will receive a SMS advising them the home loan has settled, and an email with the settlement record.

Post settlement, Macquarie will link the client's offset accounts, if requested in the application, to their Macquarie Home Loan. We have resources available on www.macquarie.com.au/broker under the "for your clients" tab which will help your clients understand their new home loan, link their offset accounts and learn about how to use the Macquarie mobile banking app.

Have you remembered to?

- ✓ Order a CCR?

- ✓ Activate the BCM service on ApplyOnline?

- ✓ Verify the client's identify?

- ✓ Order the upfront valuation?

- ✓ Ensure application data matches the supporting documents?

- ✓ Submit all supporting documents?

- ✓ Check the status of your application through ApplyOnline/BCMs?