

Emailing supporting documents

April 2020



About this guide

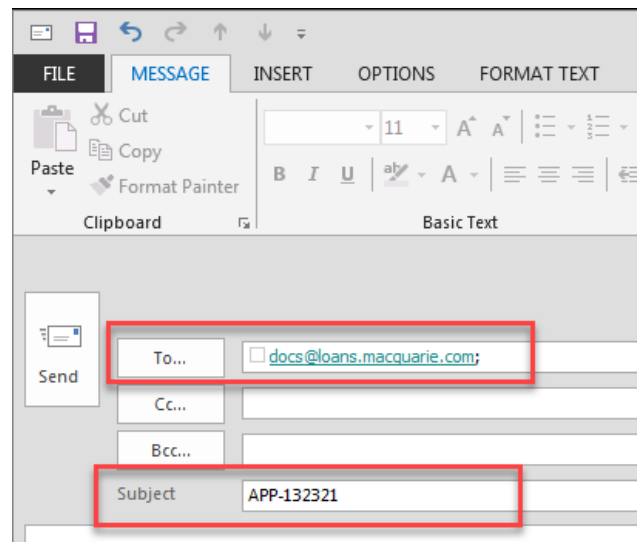
In this guide, you'll learn how to correctly email supporting documents so that they successfully attach to your Macquarie home loan application for assessment.

Submitting supporting documents

Once you've received all the supporting documents, email them to **docs@loans.macquarie.com**.

Enter **APP-** and the seven digit reference number in the email subject line – for example, **APP-1234567**. It is essential the format is correct, with no spaces and the hyphen included.

Do not include any names or other references in the subject heading. Please note, if you have multiple applications for the same customer you must email supporting documents to each application reference individually. The documents will not attach if there are multiple APP references in the subject line.



Allowable file types and file size

The file types that are accepted, are:

- PDF
- JPEG
- Microsoft Word files

We do not accept:

- Excel files
- Winzip files
- Password protected files

Maximum file size accepted is 15MB per email

NOTE: If you have submitted a principal increase for your client the reference may start with PIA- instead of APP-.

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