

SLA Update



Our current SLAs are outlined below for your information:

Application Stage	Timeframe [^]
Time to first look	2 days
Time to address return documents	2 days

[^] *Business Days*

If you have any questions or scenarios, please don't hesitate to get in touch with Arun Gupta, Manager – Third Party Sales by phone on (02) 9307 4301 or email arungupta@gatewaybank.com.au.

The Gateway Team

IMPORTANT SECURITY INFORMATION Gateway Bank will never ask for your PIN, password or account details to be disclosed via a link within an email message. If you receive an email of this nature, please delete the email and notify the Bank immediately on 1300 302 474. DISCLAIMER This message may contain confidential or legally privileged information and is intended solely for the addressee. No confidentiality or privilege is waived or lost by any mistaken transmission. If you receive this correspondence in error, please immediately notify the sender by return email and delete it from your system. You must not disclose, copy or rely on any part of this correspondence if you are not the intended recipient. Any views expressed in this message are those of the individual sender, except where the sender expressly, and with authority, states them to be the views of Gateway Bank Ltd (ABN 47 087 650 093, AFSLN 238293). We do not accept any liability in connection with computer viruses, data corruption, interruption or any damage generally as a result of transmission of this email. Please do not copy or forward this email to anyone unless you have the expressed permission of the sender.
