

ADVANTEDGE

[Skip to Content](#)

Service Level Update

Service levels are based upon receipt of all required supporting documentation. Please ensure all supporting documents and forms are attached to the application before submitting the application for processing.

The service level times outlined below help you set and manage your customers' expectations. Please review these prior to contacting your Sales Support team or BDM.

IMPORTANT: You can easily and quickly check the progress of your submitted application via our online [Preferred Lender Access](#) portal. If you cannot remember your login details please contact your Sales Support team or BDM.

Area	Current Service Level as of 16 August 2021
<p style="text-align: center;">New Applications</p> <p>Time taken for credit assessment to provide the first credit decision <u>when all mandatory information</u> is supplied with application submission.</p>	<p style="text-align: center;">3 business days, not including day of lodgement</p>
<p style="text-align: center;">Variations</p> <p>Time taken for credit assessment to provide the first credit decision <u>when all mandatory information</u> is supplied with application submission.</p>	<p style="text-align: center;">4 business days, not including day of lodgement</p>
<p style="text-align: center;">Supporting Documents</p> <p>Refers to time taken to action subsequent or additional supporting information post first decision provided.</p>	<p style="text-align: center;">1 business day, not including day of lodgement</p>
<p style="text-align: center;">Documents issued by MSA</p>	<p style="text-align: center;">90% of files issued same day when instructed</p>

<p>Construction progress payments</p> <p>Refers to time taken to action progress payments when <u>all documentation</u> is received.</p>	<p>1 business day, not including day received</p>
<p>Advantage Scenarios Team</p> <p>Refers to time taken for Scenarios Team to action a request</p>	<p>Next business day from day of email request.</p>

Copyright 2013 Advantage Financial Services Pty Ltd
 Advantage is a member of the National Australia Bank Group (NAB). NAB makes facilities available for funding loans from mortgage managers. However, NAB does not guarantee the obligations of mortgage managers or Advantage. *Australian Lending Awards 2013.
 The information contained on this page and on this website is general information only and should not be relied on as specific advice for your particular circumstances or as a substitute for professional advice.
[Privacy Statement](#)