

SLA Update



Our current SLAs are outlined below for your information:

Application Stage	Timeframe [^]
Time to first look	4 days
Time to address return documents	4 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

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