



Discharges and Consents Service Levels

We are currently experiencing high volumes of discharge and consent requests and as a result our standard SLA's have been impacted.

Please refer table below for current service levels:

| Request | SLA (business days) |
|-----------------------------------|---------------------|
| Discharge Mailbox Response | 5 days |
| Consents/Partial Mailbox Response | 10 days |
| Indicative Payout Figures | 5 days |
| Full Discharge Requests | 15 days |
| Partial Discharges Requests | 28 days |
| Consents | 38 days |

We understand the impact this has to our customers, to assist us in processing requests we ask for mindfulness of phone and email follow ups as this will impact our ability to action files.

For urgent matters please call us on 1300 760 635.

Regards,

Cosi Lanzoni
Senior Manager Strategic Partners



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