

News story: Send and receive bigger files with our online services

Business customers that use our online services can now send us 20MB files online.

When customers send us documents via our online services, they can now send us files that are up to 20MB. This is an increase from the previous file size limit of 10MB.

The types of documents customers typically send us include:

- their scanned applications
- detailed plans
- evidence to support their applications.

The increased file size limit of 20MB applies to documents sent via [the portal](#), our online transactional channel, or [Business Gateway](#), our business-to-business solution.

We will also return files that are up to 20MB through these online channels.

We expect this will improve our customers' experience when they deal with us online. It is one of a number of changes we have made to our online services following customer feedback.