

Acting in your best interest

Mortgage brokers have a legal duty known as Best Interest Duty (BID) to act in our clients' best interest. This means we are legally required to act in clients' best interest. This does not apply to banks - when you talk to a lender, they can only advise you on their own products and will not compare their products to a competitors product for you, regardless if they are a better fit for you.



Saving you time



We have the resources to compare thousands of products quickly and thoroughly, meaning you only need to supply your information once to see how a range of lenders will suit you.

Many lenders don't have branches that you can talk to a real person, and if they do, it is on their terms in their hours. I am flexible to work with you at times and places that fit YOUR schedule so you don't have to take time off work to have loan appointments.

Comprehensive

We will navigate over 40 lenders to find a loan that suits your needs and not the needs of one, particular bank. We will also spend time helping you to understand the products and features so that you are empowered to make the best choices for you.

We then manage the application process right through to settlement. We do this day in and day out - we know the lenders and their products, and keep up to date with changes when it comes to lender policies, products, and their different lending appetites to ensure we get right first time, every time.



Costs of using our service

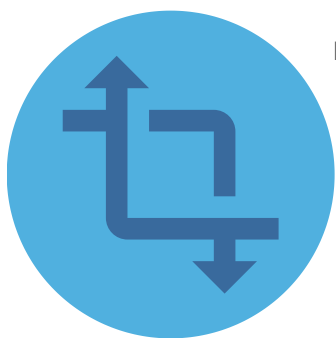
We are paid for our service via commissions directly by the lender that your loan settles with. In the interest of transparency and compliance, we disclose the amount of commission we are paid prior to application.

However, there are occasions where we will charge a fee for our service, such as assessing potential future scenarios, obtaining bridging finance or pre approvals where there is no guarantee that the loan will proceed and we will be remunerated for our time. We will discuss this with you up front if it applies to your situation.



Future changes to your situation

Brokers are remunerated for providing a valuable service with a commission paid by the lender after settlement. If the loan is repaid within 2 years, the lender takes back part or all of that commission payment. This is known as clawback and is triggered through repayment of the loan by refinancing to another lender, selling the property or even going directly to the lender to ask for an increase in that loan.



While this is not your problem and we accept that sometimes this happens, we believe this is important for our clients to understand how this affects our small business. We simply ask that if you find that your situation changes whereby your loan may be affected, please consider discussing this with us so that we can assist with any new loan requirements.

Our service doesn't end once your loan has been settled – it is a partnership for the future where we work together to achieve financial goals.