



PROPERTY
EDUCATION CO.
Home Loan Brokers & Educators

FLASH FINANCE UPDATE



How to be a GOLD STAR Client!

Hi everyone. Welcome to Flash Friday Finance for the second week of February. Today's the 12th of Feb, and I just want to give you a heads up on what for us, constitutes a Gold Star Client, because I thought you might like to know.

You know we love our clients, and most of our clients become firm friends and we have a very long association and we love working with you, but if you want to be the gold star of that lovely crowd, you might like these few tips, and they include the following:



Call us now
1300 881 220



So Number 1, when we ask you for a document, here's what happens. If you do not respond promptly, and there are some fabulous clients who respond SO quickly. I've got to compliment some of our clients out there. Kelly and Bronny - there's a whole stream of them. Always boom boom - straight back at us, and then we can hit it straight to the assessor.

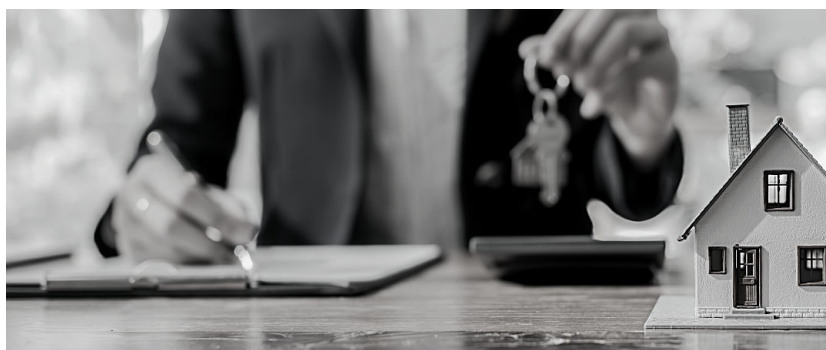
However, if you take 10 days to respond with a closed credit card statement or something else, then you go from the front of the queue, right to the back of the queue and behind all the files so say you take 10 days to do that, all those files that have come in ahead of you in that 10 days, are now in front for assessment. So you're actually even further back so that's often another 10 days back and this is why lending is taking so long at the moment.

Also do not underestimate that banks are doing a massive volume at the moment. So if you want to get ahead of the pack, when we ask you for something, please respond promptly. Thanks to Rachel - you were awesome this week thank you for being so prompt. It just makes a huge difference because we can go back with confidence and say, quick - just wait half an hour, I'm going to get this to you. And we're going to get it sorted for you straightaway. So that's number one. When we ask you for something please respond promptly.

And don't hide things from us - so Number 2 is disclose everything. I know you might think that, oh that credit card I haven't used or it doesn't owe anything. They are the ones that the banks can see and then when we've submitted an application they go, well you are lying on this application because you didn't put in that credit card. Well, that's not good for us, and it doesn't look good for you, and often you won't have realised but I'm just telling you now, please disclose to us and then we will tell you how to deal with it.

And the final thing is, please - Number 3, close all those Afterpays! You should realise that the banks hate Afterpay and Zippay and the like. Why? Because they're not making any money out of them. So, what we want you to do is close them and get the closed letter, before you apply. Don't just close it and let it go, because they can still see it on your credit file as open credit, which is what Afterpay wants. They say, "It's still available for as long as you like!". Don't do that.

So quick recap, please if you can respond as promptly as you can. Number two disclose everything. And number three, close any Afterpay, Zippays - because the banks hate them. And next week I'm going to come back to you with how we need statements. There's a reason why we use bankstatements.com.au and the main problem is most people are completely clueless about the information we're trying to provide. So I'll explain all that next week. Thank you for listening. Bye. Have a great week.



Disclaimer: This presentation provides general information only and has been prepared without taking into account your objectives, financial situation or needs. We recommend that you consider whether it is appropriate for your circumstances and your full financial situation will need to be reviewed prior to acceptance of any offer or product. Subject to lenders terms and conditions, fees and charges and eligibility criteria apply.