

Found your perfect home?
We'll help you find the
perfect home loan.



THE CORE HOME FINANCE COMMITMENT TO YOU

Our commitment is to deliver you the highest standards of client care and satisfaction.

Our Core Home Finance mortgage advisers

All our Core Home Finance advisers are mortgage specialists who undertake ongoing training to ensure they meet exemplary service standards at all times. Our advisers are fully qualified and accredited professionals who maintain professional indemnity insurance.

Our service commitment

We know it takes time to listen to you and understand your situation as everyone is different. We are here to help you understand your options and choose a loan that is right for your needs – just for you. We will clearly explain all the details of the loan you choose and put our recommendation in our Statement of Mortgage Advice.

We will do as much of the paperwork as we can for you, then submit your loan application to the lender on your behalf. We will liaise with your lender and any other third parties and keep you up-to-date every step of the way. We will also present you with an option to obtain loan protection insurance.

We will conduct an annual review with you to ensure that your loans are right for you as your circumstances change. With your permission, we will maintain ongoing contact with you to keep you up-to-date with market changes and assist you whenever necessary.

Our panel of lenders

Our panel of lenders is a well balanced selection of Australia's leading home loan lenders. We review this panel on an ongoing basis and add or remove lenders as deemed appropriate.

How we are paid

We are paid by your chosen lender. We always look for the better option for you, regardless of the commission paid. We provide the most competitive quotes from a variety of lenders, and you choose the best option for you.

Protecting your privacy

We will respect your personal information and take all reasonable precautions to protect your privacy. We will abide by our Privacy Policy which sets out your right to privacy and will ensure that any personal information collected by us will be used only for the purpose indicated.

Resolving any problems

Our advisers will endeavour to directly resolve any disputes quickly and fairly. We maintain a free and accessible internal appeals process which you can access by calling Client Relations on 1300 712 307 or emailing us at: enquiries@corehomefinance.com.au.



WHY CHOOSE CORE HOME FINANCE?

Our commitment is to go ‘above and beyond’ for client service.

Our business depends on happy clients

You may not have heard much about Core Home Finance as we don't do a lot of advertising. In fact, the vast majority of our business comes from referrals or ongoing business from our clients. As a result, our whole business is focused on getting the best outcome for you.

The right advice can make all the difference

Combining our advisers' extensive knowledge with Core Home Finance's specialist mortgage broking software, enables us to provide our clients the right advice. Whether it is determining the correct loan structure, your borrowing capacity or which lender or product will suit best, the right advice is critical. It can be the difference between you securing your property or not and may save you a significant amount of money.

Keeping you informed

We understand arranging finance can be both an exciting and stressful time. You will not need to ‘chase’ us. We will proactively keep you up-to-date with your application even if there is no news. And if something needs sorting out with the loan provider, you won't need to call their central number and get the runaround – we'll sort it out for you.

Ongoing support

Our goal is to assist you not just with arranging your loan, but to help you with your future finance needs as well. Whether you are wanting to buy an investment property or two, or just to make sure your current mortgage is competitive, we're here to help.

Your feedback is important to us

After your loan has settled we will email you a short online survey about our service. We would really appreciate it if you could take the time to complete this as your feedback is important to us.

Please tell your friends about us

If you're happy with our service, we would greatly appreciate the opportunity to assist your friends, family and colleagues with their home or investment finance.



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CORE | HOME FINANCE

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