



GIM CLIENT SERVICE CHARTER

WHAT IS THE PURPOSE

The purpose of a Client Service Charter is to provide a statement of what our clients can expect by way of services provided by Good Ideas Man. This charter sets out the expectations of GIM in relation to its own performance. This charter is a clear reflection of GIM's principles, values and commitment to client services.

WHO WE ARE

GIM is a financial organisation that understands the finance and mortgage markets. With over twenty years of broking experience, GIM follows the various lenders strategies and lending platforms allowing us to ensure that all loans are placed with the most appropriate lender for each of our client's individual circumstances. We deal in all areas of finance including business loans, residential housing purchases and refinances, commercial property loans, development and equipment and motor leases.

WHAT IS OUR VISION

To be the first choice for the consumer when thinking about arranging finance and to be the benchmark amongst our peers when it comes to consumer lending.

WHAT IS OUR ROLE

To provide our clients with the necessary mortgage details to enable them to make an informed decision, and to arrange a loan approval suitable for their specific requirements. All the time ensuring the process runs smoothly with no hidden agendas or conflicts of interest.

WHAT YOU GET

- A private banking experience
- Delivery of professional services, ethically and with integrity
- Recognition and respect for your individual rights and requirements
- Working in partnership with you to prevent and reduce financial stress
- Acknowledge and respond to your requests for service
- Open disclosure throughout the loan process.



WHAT WE DO

- Borrow Capacity Calculation
- Product Comparison
- Needs analysis
- loan lodgment
- approval gained from chosen funder
- Regular updates regarding loan status
- Annual reviews
- Re-evaluation of properties
- Access to a variety of funding institutions including major banks, non-major and private funders
- Free Property Reports
- Liaison with all parties involved in the process including legal representatives and estate agents.

A handwritten signature in black ink, which appears to read 'Peter Mullane'. The signature is written in a cursive style and is positioned above a horizontal line that extends to the right.

Regards,

Peter Mullane