

Hi there

They say any press is good press ... but that's not always the case. Over the last few days, Mortgage Choice has been swept up into some negative news articles and reports so I wanted to take some time to clear the air.

The news stories talk about how Mortgage Choice brokers get paid for the service we provide to our customers. As you know, our home loan service comes at no cost to you. That's because we receive a commission payment from the lender. The lender pays Mortgage Choice head office and part of the commission is then passed on to us.

Mortgage Choice have acknowledged that the model which determines how much is passed on to us is outdated and we are all working together to review how that should be changed. As with any business, reviews happen and processes change, and we're hopeful about what this change might mean for us and our business.

Please be assured that the way Mortgage Choice brokers get paid does not affect our ability to take care of our customers, or our commitment to doing the right thing by you. We're here to help anytime you need us.

Stephen Lemm

0414242924