

Client Declines

What to do when a lender says they can't assist your client

Did you know?

1. When a client receives a decline from one lender, they will often go looking for a solution elsewhere – regardless of your involvement. **An initial decline does not mean you cannot be a part of a great outcome for the client.**
2. Not all lender policies are the same – **there are significant differences in the way some lenders assess a client's application.** Things like buffer rates for loan servicing, and the treatment of adverse credit history, can vary greatly between lenders.
3. It's normal for many lenders to say they can help all your clients – but that's simply not the case. So next time you have a 'non-standard' client scenario **there's no harm in asking your preferred lender if the scenario is likely to be one which they could consider.**

What options do you have for client declines?

NEXUS CONCIERGE **HOTLINE**

- Free service for referrers to discuss a client scenario
- Mortgage broking solution from a panel of 40+ lenders
- A solution for clients not wanting to deal direct with lenders
- Potential for referrers to access trail income in addition to 'up-fronts'

Specialist Non Bank Lenders

- Talk to your Nexus contact to discuss different options available from our non bank specialists
- Arrange an introduction to a preferred specialist lender
- You still deal direct with lender
- Full commission structure up to 0.60% gross 'up front'

When would you need a specialist solution?

Clients with adverse credit history

- Nexus Concierge • Pepper Money
- Axis Lending

Short term & self employed clients

- Nexus Concierge • Pepper Money
- Axis Lending

Non residents & foreign income

- Nexus Concierge • BC Capital

Development finance loans

- Nexus Concierge Commercial Experts

Sub prime and near prime loans

- Nexus Concierge • Pepper Money
- Axis Lending

SMSF loans

- Nexus Concierge • Pepper Money
- Axis Lending • BC Capital

Who do you contact?

Nexus Concierge: Todd O'Neill 0404 847857 or Sam La 0409 736105

All Non-Bank lenders: Call your Nexus Relationship Manager to arrange an introduction or contact us on 1300 782131 for more information.

**** Normal lender terms & conditions apply to all client referrals****