



Jet Lending's Mortgage Consultants 10 Point Service Guarantee

At Jet Lending our consultants make the loan process easy for you by providing a "10 Point Service Guarantee.

If you are not satisfied with any part of the service provided by your Jet Lending consultant included in the list below, your consultant will refund you \$100 per breach up to a maximum of \$300 per settled loan. This shows you our commitment to professionalism, and our confidence within ourselves to provide you with outstanding service.

We therefore guarantee that we will:

1. Give you a choice from a wide variety of products, irrespective of commission considerations (we will happily disclose our commission structure upon request).
2. Ensure the choices we give you are suitable for your needs, and explain in detail how each of them work.
3. Keep you updated on the progress of your loan application, and monitor its progress until settlement.
4. Contact your legal representative, your real estate agent, and any other professional contacts you require, to introduce ourselves and liaise with them in order to complete your loan as quickly and efficiently as possible.
5. Attempt to return all calls and or emails etc within 24 hours.
6. Not give out your details to any other agency, apart from those you have given us permission for, and those required to complete the loan process.
7. Research any other loan products you request, and provide you with accurate comparison information.
8. Conduct all steps of the application process within our sphere of influence in a timely and efficient manner, and provide the lending institutions with all information provided to us by you, in a timely and efficient manner.
9. Ensure that the Jet Lending Consultant you deal with is suitably trained and qualified, has professional indemnity insurance and is a member of the Finance Brokers Association or the Mortgage Industry Association of Australia.
10. Provide you with information and the steps required to put you in a favourable position for us to gain you approval for a loan at a later date, should we not be able to assist you at the time of your initial contact.

With our Guarantee of Service, you know that we are: Fast – Friendly – First Class

Terms: Refund/Gift or Voucher only applies once the loan has settled. This will not apply if the lender declines the loan, or if the client withdraws the application or decides not to continue with the loan process or delays the process or if the lender delays the process or for matters outside our control. Jet Lending has no influence on the time taken by the lending institution to assess & approve a loan application, other than by providing the lender with any required documentation and information that the lender asks for in a timely & efficient manner. If a dispute as to a breach of this service guarantee arises then the final determination will be decided by Jet Lending management.