

WHO ARE CUBE HOME LOANS?



We are a team of experienced financial consultants.

We offer a personalised, friendly service.

We're available after hours and weekends and we are happy to come to you.

We're service guaranteed - see below.

We deal with 30 plus lenders.

Whether you are a first home buyer or a seasoned investor, we are committed to providing you with the right home loan to meet your needs. Along with providing great interest rates, unlimited additional deposits and redraw facilities, we will provide you with customer service that you will value for the life of your loan.

In dealing with clients who have been through the finance process before, we hear a number of common issues:

- ✗ *"The lender never called me back."*
- ✗ *"I never knew where my loan was at."*
- ✗ *"The loan that I had was terrible."*

We have introduced three simple guarantees:

1. If you don't like your loan for ANY reason within the first 13 months of the original settlement date, we will rewrite the loan and refund any upfront commission we make on the new loan to you upon settlement of the new loan. ✓
2. If we don't return your call within four business hours, we'll pay you \$100 upon settlement of your loan. ✓
3. If we don't provide an update on a loan in progress (until formal approval) at least every five working days, we'll pay you \$100 upon settlement of your loan. ✓

➔ **Our industry leading customer service is what sets us apart from other home loan providers.**

Our commitment to you:

- We will be easy to do business with.
- You will talk to a real person.
- We will get back to you.
- We will go the extra mile, every time.
- We will listen to what you want.
- We will provide a home loan that suits your needs.
- We will provide attractive interest rates.
- We are here to serve you and you will be 100% satisfied with our service.

You can feel confident that you are in safe hands and we will find the loan that's right for you.

We also offer a **customer courtesy trailer** which is **free to use**. Simply book it in and collect from the Cube Home Loans head office and return in when you are finished.

➔ **Is there something else we can help you with?**

