



Pepper invests heavily in brokers' specialist lending knowledge

Lender launches new eLearning Hub with improved functionality New Specialist Lending module announced P&O four-night cruise up for grabs 27 August 2014: – Pepper Australia Pty Limited (“Pepper”) has today relaunched its Better Business eLearning Hub with a new module dedicated to Specialist Lending, the second module for 2014. Following its successful launch in 2013, Pepper’s professional education program continues to assist brokers who want to build stronger relationships with their clients, enhance their business marketing as well as earn hours towards their Continuing Professional Development (CPD).

Mario Rehayem, Pepper’s director of sales, said: “Pepper is committed to supporting the broking industry, and due to the successful uptake of our learning platform, we have further invested into our Better Business program. The eLearning Hub will significantly help brokers become better marketers and improve their customer relationships. Brokers have told us that they want to know how to best approach writing specialist loans, and this new module provides Pepper’s insights which will allow brokers to approach specialist lending in a more confident way. We are delighted to provide these tools and techniques to brokers to increase their competency in specialist lending, sharing what we know best.” said Mr Rehayem.

The revamped eLearning Hub allows Pepper accredited brokers to use their pepperonline.com.au login credentials to gain access, track their progress on each available module and provide suggestions on what content they would like to see Pepper develop next. “Pepper has made a large investment into the program to ensure a best in class online learning experience for brokers because we believe quality education is what will enable the mortgage broking profession to continue to thrive,” said Mr Rehayem.

Specialist Lending Module

The release of the Specialist Lending module is the newest addition to the existing suite within the Better Business eLearning Hub, which features and currently includes; ‘The Relationship Management Process’, ‘Creating Your Compelling Value Proposition’ ‘Interviewing Clients to Understand Their Needs’ and ‘Creating Effective Business Plans’. Each module is made up of a series of short online videos and downloadable content designed to provide practical tips to assist with improving client processes.

The new Specialist Lending module is a unique, comprehensive training program that takes brokers through a five-step process on how to position a specialist home loan with a customer expecting a prime rate, covering all the essentials of specialist lending. The module features tips and tutorials for brokers on how to deal with certain borrowers who may not meet traditional lending requirements, and how brokers can use Pepper’s five- step process to successfully present a specialist home loan solution to suit a client’s needs.

Sail away with Specialist Lending

To celebrate the launch of the new Specialist Lending Module and the re-launch of the eLearning Hub, Pepper is offering brokers the opportunity to win a four-night P&O cruise for two people to Moreton Island. All brokers have to do is become accredited with Pepper, complete the new Module on the Pepper website, and they’ll automatically go into the draw to win. Entries close on 30 September 2014.

Brokers are encouraged to gain the confidence needed to write specialist loans. Pepper believes that the Better Business Education Program and the new Specialist Lending Module is a key asset that will see brokers excel in this space.

Brokers will be able to access Better Business Program and eLearning Hub via pepperonline.com.au/betterbusiness

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For further information please contact:

DEC PR on behalf of Pepper

Anna Frilingos / Sarah Bullen / Michael Henderson

pepper@decpr.com.au

02 8014 5033