

Pepper Money rated 5-Stars by the Mortgage and Finance industry

St Leonards, NSW – Alternative lender Pepper Money has been recognised in Australian Broker's inaugural 5-Star Awards in the category: non-banks, celebrating the nation's top non-bank lenders as chosen by brokers for their credit policies, competitive rates, turnaround times and broker support systems.

"After a difficult year brought on by COVID-19, brokers and their non-bank counterparts showed remarkable resilience. They worked together to assist their clients in riding out the pandemic, putting in place loan deferrals and other support to ensure homeowners and businesses could recover. That high-level focus on customer support and the cooperation between non-banks and their broker partners is paying off," says the AB team. "Australian Broker recently launched its inaugural 5-Star Awards series, starting with the non-banks. And who knows non-banks better than brokers, who make up the majority of their customer base?"

"More than 400 brokers across the country from Australian Broker's extensive audience database were surveyed through in-depth telephone interviews and asked to select their top 5-Star-rated non-banks. Brokers were asked to determine the features most important to them when it came to non-banks, and the brokers were then asked to rate nonbanks across nine criteria – their ability to communicate with brokers, training and development of brokers, BDM support, products and interest rates, commissions, credit policies, technology, and turnaround times. Brokers picked seven high-profile non-bank lenders as the best in the industry from a shortlist of more than 20 non-banks."

Pepper Money is thrilled to be recognised as an inaugural Australian Broker 5-Star Non-Bank Award winner. "It's so gratifying to receive an award like this, particularly since the products and services we offer, and the credit policy we have today, originally came from broker feedback," says Pepper Money general manager of mortgages and commercial lending Aaron Milburn. "Receiving this award really demonstrates that it is a team effort. We couldn't do it without the support and trust that the broker channel has for Pepper Money. That's why we are always open to hearing from brokers about the way we can improve our products and services."

Milburn says brokers will always remain a priority for Pepper Money – the vast majority of its customers take out a home loan on the recommendation of a mortgage broker. Brokers highlighted Pepper's great BDMs, wide product range, flexible credit policy and good turnaround times. "It's great to hear that we are hitting the mark for brokers with our service and products," says Milburn.

For the full report see issue 18.09 of Australian Broker magazine out now. To view the list and to find out more about Pepper Money click [HERE](#).

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The mortgage broking industry reads it first in Australian Broker, the market's only truly dedicated news magazine and website. Firmly established as the most reliable and independent news source for brokers, regular features include news, opinion, market analysis, leading broker profiles, sales and marketing insights, broker toolkits, plus a unique focus on the personalities that make up this dynamic industry.

Australian Broker is published by independent media company Key Media. In conjunction with print and online publications, Key Media also produces several mortgage and finance industry events including the Australian Mortgage Awards. Find out more about Key Media's magazines, events and websites at www.keymedia.com.

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