



**Queensland
Country
Bank**

Broker Customer Onboarding

At Queensland Country Bank we take great pride in being genuine about everything we do. Taking an honest, friendly and up-front approach to helping our accredited Brokers with submissions is what matters to us. Our care and concern for our Broker connections and Members extends beyond a marketing slogan - its embedded throughout our entire Team.

Important information for our Brokers

Our team will always keep you updated on the progress from application through to settlement.

Our Members are clearly identified as 'Broker Referred' with all staff aware of this origination channel.

Need help?

Call your local Broker Relationship Manager

Email

brokersupport@queenslandcountry.bank

Portal

<https://www.queenslandcountry.bank/broker>

Queensland Country Bank Limited 2023 ABN 77 087 651 027
AFSL/Australian Credit Licence 244 533

Application stage

Ensure you discuss your customers' banking needs and complete the Compliance Document and supporting loan notes to specify what financial services the customer would like more assistance with.



Application received

Our Broker Support team will process all submissions and then pass on the application to an experienced lender within the team. You will then receive updates from the responsible lender to take you from Application > Approval > Sign up > Settlement.



Full approval

You will receive an email from us to confirm the full approval of your customers applications, your customer then becomes our Member.

Our team will touch base with you to confirm any specific requirements you may have regarding the onboarding. Once available, you will receive a copy of the Loan Contracts and we will also contact the new Member to provide a copy for their records.

We will arrange any of the following services as requested;

- Everyday transaction accounts including Offset
- Visa debit or Credit Cards
- Internet and Mobile Banking
- Preferred payment arrangements
- Other insurance requirements

If the loan is not approved no accounts will be opened and the membership is closed.



9 month Courtesy Check-in



We will touch base with the Member to ensure the Queensland Country Bank products and services are meeting their expectations. Should further lending needs be identified, the Member is referred back to you.



Settlement

You will receive a confirmation email from us to confirm the loan has funded.

If the Member requested an Offset Account this will be auto linked to the loan as part of the post settlement process by our Settlements team.

The Broker team will touch base with the Member within 24 hours to confirm the settlement requirements have been met, Offset Accounts are linked (if applicable), confirm the details of any loan repayment instructions and assist with any other services they may require.