

Customer Charter

OUR PROMISE TO YOU



1. We will offer you a complete range of financial services that are generally associated with property ownership. These services include:
 - Arranging a loan
 - Arranging all your Conveyancing needs
 - Arranging your House & Contents insurance
 - Arranging risk and income protection for your most valuable asset: YOU

YOUR LOAN



1. We will select a loan for you from a panel of over 23 reputable lenders.
2. We will not 'just guess' the right loan for you. Instead we will compare all the suitable options on our **Loan Comparison** software and make a recommendation acceptable to you.
3. We will only give you WRITTEN quotes before proceeding with any loan.
4. We will contact you at least once a year to offer you a FREE review of your loan to ensure that it is still meeting all your requirements as your circumstances change over the years.

CONVEYANCING



1. We will offer you a FREE review of the proposed Contract of Sale by our Licensed Conveyancer if or when you are considering the purchase of a property.
2. We will offer you a complete range of property conveyancing services at a competitive price through our subsidiary Citiwide Conveyancing Network, whether you are buying or selling a property.

HOUSE & CONTENTS INSURANCE

1. We will offer to organise your House & Contents insurance in time for the settlement of your property.

WEALTH PROTECTION



1. We feel that it is our duty of care to ensure that your wealth is protected in case of death, accident or illness. We will provide you with an easy to understand cover for your mortgage.
2. We will also provide you with a number of options, including quotes, to ensure you have flexibility and choice in your insurance options.

ACCESSIBILITY



1. We will be on call 7 days a week to respond to your needs.
2. We will respond to your phone enquiry during business hours within 24 hours and to your written enquiries within 3 working days.

Normal business hours are 9:00AM to 5:30PM Monday to Friday

YOUR PRIVACY



1. We will not give your personal information to any other organisation for their marketing purposes.
2. We will, with your help, keep your personal information accurate, complete and up to date.

KEEPING IN TOUCH

We will keep in touch with you on a regular basis by way of our email newsletter which is very informative and full of tips on maintaining a healthy financial position.

How to contact Citiwide
Phone: 1300 732 630 - Fax: (03) 9326 6305
Email: loans@citiwide.com.au

...More choice. Better advice.