



The Smart Guide to...

Blue Ribbon Customers - Who to Contact

Settled loans

If my loan has settled who do I contact?

Our role at Blue Ribbon Home Loans is to discuss your scenario, assess your financial situation, suggest possible loan options, assist you with completing the necessary paperwork and then liaise with the lender regarding your approval and settlement.

Once your loan settles unfortunately we can no longer provide ongoing customer service as most lenders invoke the Privacy Act, and maintain your records themselves.

Your lender's Customer Service can assist you with day-to-day enquiries once your loan has settled. This includes:

- redraw
- change of bank details for repayments
- change of repayment amounts
- internet access
- establishing transaction accounts
- and more

Contact: Lender _____ Ph _____

Of course, if your enquiry cannot be resolved by your lender's Customer Service, please email us at loans@blueribbon.net.au or you may prefer to call us on 02 9620 1901 Mon – Fri 9am-5pm.

If you want to fix your rates, refinance, need a top-up or a new loan because you are considering purchasing an investment property (for example), please contact our office.

Thank you for choosing Blue Ribbon Home Loans!