



Mission Statement and Service Guarantee

Choosing to use a broker can be a very positive step when arranging your loan.

We can provide you with everything you need to ensure that organising your loan is a pleasant experience.

At Money Heroes, we will help and assist you to find the most competitive credit arrangements to suit your needs from our extensive panel of lenders. We understand that your situation is unique and will work with you towards a positive outcome for your financial requirements in a timely and ethical manner.

We will guarantee to:

1. Meet with all of our clients personally at their preferred location.
2. Complete a comprehensive and detailed analysis of our clients' financial requirements, using great attention to detail.
3. Provide our clients with polite and courteous service.
4. Explain to our clients in plain English the features of all available loan types.
5. Provide our clients with a report where applicable outlining details of loan types available.
6. Be completely transparent as to the nature and amount of commissions we will be paid by any lender for the introduction of your business.
7. Assist our clients where possible to complete necessary paperwork.
8. Remain in contact with our clients throughout the application process and provide status updates in a timely manner.
9. Ensure that any further information collected on behalf of the lender is processed at the first available opportunity.
10. Return all client calls within 2 hours where possible.
11. Provide detailed explanation of the lenders loan offer and general assistance in completing any necessary forms and contracts.
12. Offer guidance and assistance to our clients to help settlement of the loan proceed in an efficient manner.
13. Call our clients not only immediately following settlement of the loan, but after 3 weeks to ensure that everything is in order.
14. Provide a continuous maintenance service to ensure the loan is still the most effective structure for the client by way of free reviews for the life of the loan.