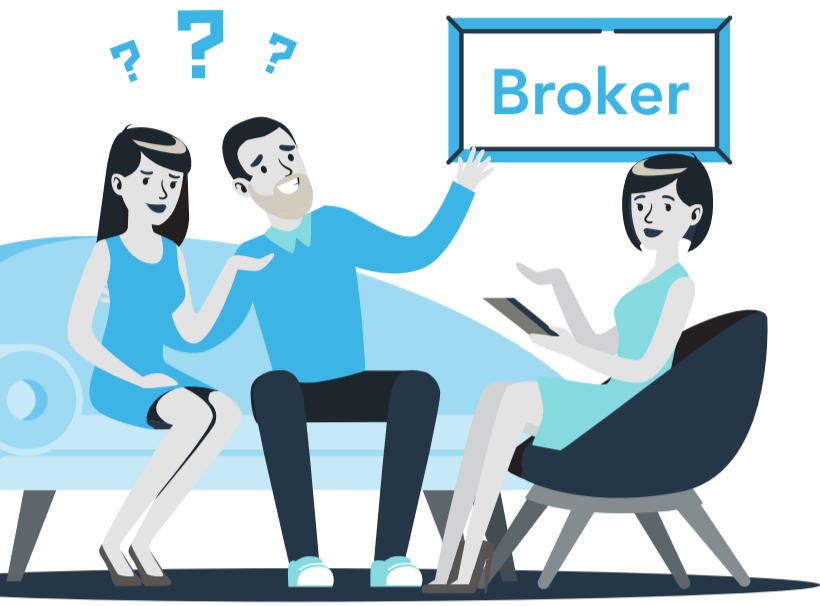




ASIC
Australian Securities & Investments Commission

Looking for a mortgage: Consumer experience in getting a home loan

A consumer who went to a broker



More likely to be a first home buyer



More likely to trust the broker to find them the best interest rate

Consumers expect brokers to find them the 'best' loan



Less likely to have conducted a lot of research and to know what home loan they wanted

58% of consumers received 2 or less loan options from their broker



A consumer who went direct to a lender



More likely to have had a loan before



More likely to think they got the best rate because they shopped around themselves



Consumers value the convenience of an existing lender or bank



More likely to have conducted a lot of research and to know what home loan they wanted

69% of consumers who went direct to a lender ended up with a lender they already banked with

