

## **Mortgage Broker Checklist**

### ☐ **Licensing and Accreditation**

The broker is licensed to provide financial advice and brokerage services in Australia. They should be registered with the Australian Securities and Investments Commission (ASIC) and hold an Australian Credit Licence.

### ☐ **Experience and Expertise**

Broker has a proven track record and extensive experience in the mortgage industry.

### ☐ **Industry Association**

Broker is a member of a professional organisation, such as the Mortgage & Finance Association of Australia (MFAA) or the Finance Brokers Association of Australia (FBAA)?

### ☐ **Lender Panel**

Broker has access to a wide range of lenders offering the product you require.

### ☐ **Fees and Compensation**

How is the broker paid? Fees from customers or commission from lenders?

Do commissions vary by lender?

Do they charge any upfront fees?

Brokers transparency with their fee and commission structures?

### ☐ **Communication and Availability**

Is the broker available and responsive to your questions?

Keeps you informed throughout the process. They should be responsive and proactive in their communication.

### ☐ **Reviews and Testimonials**

Online reviews and testimonials from previous clients for their experiences.

Patterns in feedback for service, communication, and expertise.

Check the broker's website and socials like Facebook, Instagram, LinkedIn, Reddit and X for reviews and insights into the broker's reliability and customer service quality.