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CustomerZone offers new features and a better customer experience

Hi there,

On **14 November 2022**, Resimac will be launching a new online loan management platform called CustomerZone. We hope these changes will positively impact the experience of your Resimac-funded customers.

From 14 November 2022: CustomerZone replaces Loan Enquiry

CustomerZone will replace Loan Enquiry. We've developed a short video to demonstrate all the new features and benefits CustomerZone provides.



New login link: The new CustomerZone platform will be accessed via a new URL:
customerzone.resimac.com.au

Changes to commission reports

As previously communicated, another change you will notice is a new look to our upfront and trail commission reports.

The new reports will feature:

- A new PDF RTCI summary of the period's commission payments (for upfront and trail).
- An updated Excel spreadsheet of the individual commission amounts for the period (for upfront, trail and clawbacks).
- For your reference, please find an example of the [Excel spreadsheet here](#).

The upfront and trail commission reports will continue to be distributed on a monthly basis.

Please note: No action is required from you. The new reports will automatically come into effect from 14 November 2022. The December report you receive will be the first in the new format.

Any questions?

If you have any questions, or require additional support, please don't hesitate to get in touch with us at askquestions@resimac.com.au, and we'll be happy to help.

Kind regards,

The team at Resimac



Get in touch

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