



Afternoon P&N Bank Aggregator Partners,

### **Introducing P&N Bank Live Chat**

We are pleased to announce P&N Bank has launched a new Live Chat feature for all accredited brokers. As announced to the broker network this week via an EDM.

As part of our commitment to improve the broker process, this new tool makes it easier for your brokers to connect with our team in real-time, access immediate support, and get accurate, fast feedback on applications in progress from any device.

### **What does this mean for your brokers?**

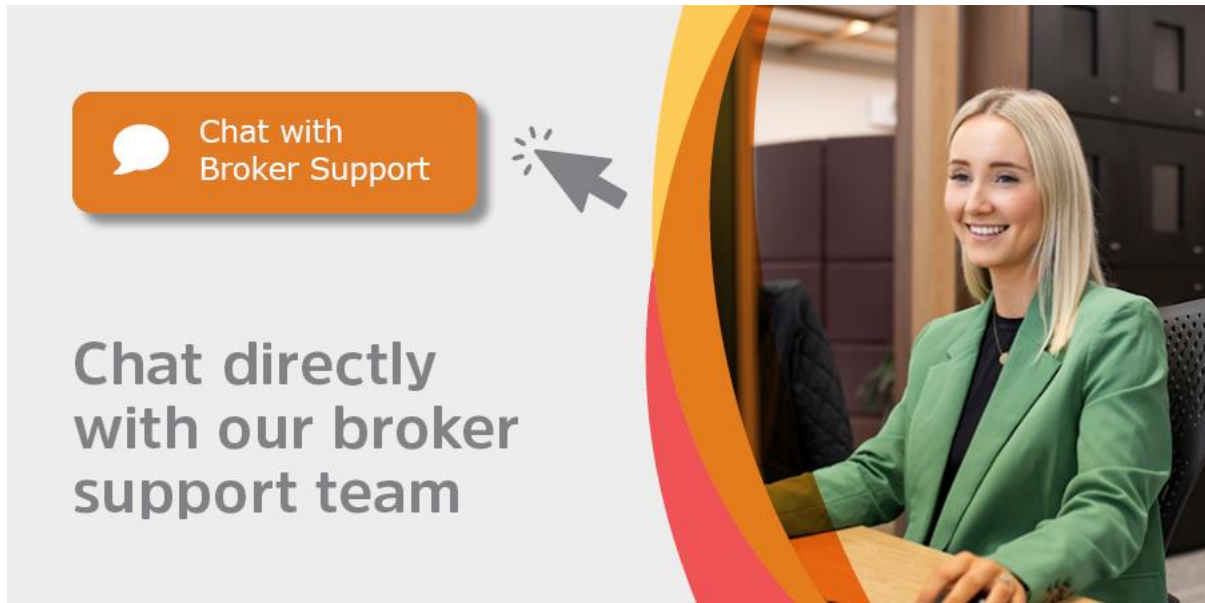
Live Chat is available now and it allows brokers to communicate directly with one of our Broker Liaison Officers, who can assist with queries in real time. Our phone and email channels will remain available, with Live Chat offering an alternative communication channel.

When opening a Live Chat window, brokers will be prompted to provide their first and last name. Depending on the nature of the query, we may ask additional identification questions before we can assist. These will be similar to the identification questions asked when brokers call. Please note, we cannot provide personal identifiable information over Live Chat.

Please feel free to share this information on your CRM's and Lender Databases.

### **Where and when can your brokers Live Chat?**

The new feature can be found on the [P&N website broker page](#), and [P&N Broker Hub](#). Look for the 'Chat with Broker Support' icon located at the bottom right of each page.



**Our Broker Liaison Officers will be available to chat from 8.30am to 4.30pm WST, Monday to Friday.**

We value the partnership we have with our network of brokers and are looking forward to continuing to improve the experience for you and your clients.

Kind Regards

**W** [pnbank.com.au](http://pnbank.com.au)