



## Key Contacts for Motor Loan Applications

While the Broker Portal remains the primary space for you to manage your Motor Applications, we have listened to your feedback and understand some changes to an application cannot be made via the Broker Portal.

We have introduced a new email address for Motor Loan Support, [motorloanteam@latitudefinancial.com](mailto:motorloanteam@latitudefinancial.com), which can be used in lieu of calling the Motor Team to:

- Withdraw / close an application.
- You need to make a change but it's sitting with the assessment team for review, they can reallocate the application to you.
- Update/ make changes to fields in an application that can't be edited in the Broker Portal. i.e.:
  - The purpose – i.e. Dealership Purchase to a Private Sale (please ensure you have removed any warranty or insurance details)
  - An error with the applicant's email address

As a reminder, Underwriters cannot assist with the below enquiries, please reach out to your **Relationship Manager** for:

- Dealership advises they haven't received the funds.
- Assistance with the Broker Portal, lodging a quote or application.
- Dealership requires a remittance advice.
- Assistance with entering security details / PAYEE's / Direct debit details.

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