



As we wrap up another remarkable year, on behalf of the ubank team I want to **thank our dedicated brokers** for their unwavering support and share some highlights of the significant milestones we've achieved throughout FY23.

**🤝 We prioritised broker satisfaction**

By maintaining exceptional service levels and achieving low turnaround time despite record volumes, we not only fostered trust among existing brokers but also **welcomed numerous new brokers**.

**👂 We listened to your feedback**

Invaluable insights provided by our brokers have played a pivotal role in shaping our strategic roadmap for FY24, with our key focus being to address challenges, and reinforce our position as the preferred lender for brokers.

## **We were recognised by you**

Securing accolades such as the **AMA Fintech Lender of the Year** - an honour particularly meaningful as it reflects the endorsement of brokers who recognise our commitment to innovation and customer-centric solutions.



## **Broker Banter Succession Planning**

Pete Solomon and his daughter Ellette share how they went about setting up a succession plan for Mortgage Choice Currimundi and unpack their key thoughts, feelings, and challenges.

[Watch here](#)

## **Hot tip**

If you're processing multiple loans with ubank for the same applicant, you can jump on to the Loanapp chat and they can assist you with linking the loan applications, so you only need to do VOI and Smart Statements once.

## **Grow your business using social media**

We're on a mission to teach brokers how they can grow their business by tapping into new channels like TikTok. Check out our free social guides!

[Read more](#)



On a personal note, one of my highlights was having the opportunity to take a well-deserved break, exploring Europe with my family - an enriching experience that concluded with magical moments at Disneyland Paris.

As we eagerly anticipate the opportunities that FY24 holds, I am confident that ubank will continue in delivering outstanding service, setting new benchmarks in the broker market.

Wishing you all a fantastic break and looking forward to reconnecting in the new year.



Until next time,

**George Srbinovski**

**Head of Broker Distribution**

**ubank**



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