

FYI

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**From:** Cathy Samon  
**Sent:** Monday, 24 August 2009 10:31 AM  
**To:** 'peldridge@abacus.org.au'  
**Cc:** John Tancevski; Aaron Hendrikson; Michael O'Reilly  
**Subject:** RE: Abacus media release in support

Hi Pamela,

John asked me to respond directly to you regarding our experience with Loan Closer. We have found them to be fantastic, and now that we are past our trial with them, we are just in the transitional stages of formalising the agreement and moving a majority of our business to them as a preferred supplier.

The value they have added to our business includes the following:

- Quicker turnaround time on documents for our members
- Cost is relatively similar with some reductions on exceptions (i.e. replacement documents etc)
- Ability to include emails to the member to keep them informed of progress, which we have received great feedback from our members
- Ability to run reports of outstanding matters to reduce risk and keep on top of possible bottlenecks in processing
- Audit trail that is highly visible between solicitor, CU loans staff, CU sales staff
- Quicker turnaround time of refinances, and short term purchases. (We have clocked a time of 6 days for a refinance so far and 8 days for a purchase, so a couple of exceptional good news stories already).

Needless to say, we are happy with their proactivity and their willingness to listen to suggestions and requirements from their clients.

I hope this assists you with your enquiry.

Regards,

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