



## Contact Us

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# One Stop **Solution** for **BROKERS**

Reduce your hassles &  
Boost your productivity



# COMPANY PROFILE

MBAT is an outsourcing firm based in Dhaka, Bangladesh



# THE CONTENT

About Company	04
Director's Statment	05
Mission & Vision	06
Company History	07
Our Services	08
VA service	10
Mentoring Service	11
Marketing Support	12
Collaborative Partner	13
Respected Clients	14
Client Testimonial	16
Our team	17
Accessible Landers	18
Short Gallary	19



# ABOUT COMPANY

*MBAT is a mortgage lending support system*

We are the mortgage broker's support hand with the experience, technology, and resources to build relationships with our brokers and grow together. Significantly lower priced with more assistance options than other outsourcing providers. With training managers on staff, we are always updating ourselves on the latest policies, procedures and loan options. We guarantee our services and offer personalised options to our valued clients.



# DIRECTOR'S STATEMENT



## **Shariff Rahman**

*We want to make a positive impact on the world of broking business.*

### **HOW ?**

My over 10 years of experience in the financial services industry includes working as a Financial Planner, with the Commonwealth Bank of Australia and as a Mortgage Broker with the Mortgage Australia Group. I am also an MFAA and FBAA Approved Mentor and have mentored dozens of Mortgage Brokers. My qualifications include a Bachelor of Commerce in Accounting, Certificate III in Financial Services, Certificate IV in Finance & Mortgage Broking.





# MISSION & VISION

## MISSION

Our mission is to deliver exceptional virtual assistant services to Australian Mortgage brokers, enabling them to optimise their administrative operations and ultimately contribute to the enhancement of the broking industry. We are committed to making a positive and lasting impact on the world of broking business

## VISION

Our vision is to be the best outsourcing firm in Bangladesh through knowledge, experience and technology. We hope that our approach will influence our brokers to such an extent that we become synonymous with an ideal outsourcing firm.



# COMPANY HISTORY

Since establishing our business in 2020, we have developed strong expertise in financial brokerage, online cloud-based systems, and innovative and standardised management processes. We created an excellent service for a reasonable fee with brokers having no office costs, employment, Training, supervision, or retrenchment costs. Together we work closely with you and your clients to ensure their applications are progressed on time. Our main focus is to be responsive to you and your clients by regular communication so you both have peace of mind throughout the loan process. We are the main point of contact once a loan is submitted and proceeds to the final settlement, taking the stress away from the broker. We aim to work closely in a “team environment”, although being virtual, to deliver to you and your clients a seamless customer experience that will meet or exceed both your expectations. Our services reduce your operating costs and give you back valuable time to grow your business.



*If you are working on something exciting that you really care about, you don't have to be pushed the vision pulls you.*

## What We Do



### Loan Processing

We Guarantee Our Services and Offer Personalized Options to Our Valued Customers.



### Lodge & Track

We Guarantee Our Services and Offer Personalized Options to Our Valued Customers.



### Marketing

Our digital marketing experts excel at generating the highest return on investment possible.



### Virtual Assistant

If you can name something, they can do it for you. You will get a team of experts, but you will pay for a single virtual assistant.



# OUR SERVICES

## File processing *Per Application*

### Package 1 ( LODGEMENT )

- No minimum volume.
- Salestrekker Input. ( any other CRM that broker uses )
- Required documents check.
- Attach all the document through apply online
- Complete pricing.
- Prepare servicing calculator.
- FHOG from preparation.
- Discharge from preparation.
- File lodgement to lender.
- Application send to client for signing.
- Check basic compliance.

### Package 2 ( LODGE & TRACK )

- No minimum volume.
- Salestrekker Input. ( any other CRM that broker uses )
- Required documents check.
- Attach all the document through apply online.
- Complete pricing.
- Servicing calculator preparation.
- FHOG from preparation.
- Discharge from preparation.
- Order valuation.
- File lodgement to lender.
- Track file with lenders.
- MIR / AIP check & discuss with broker.
- Lender follow up to settlement.
- Solicitor follow up to settlement.
- Regular broker updates.
- Update client in every stage if needed.
- Broker meeting support slot-wise 10 AM to 7 PM ( WA Time )



# VA SERVICE

## Anything assigned *by a broker*

- Dedicated person fully.
- Prepare Credit guide.
- Request required documents from client.
- follow-up documents from clients.
- Check Policies with lenders.
- Any CRM data entry inc. apply online.
- Call lenders BDM.
- Prepare lender servicing calculator.
- Complete pricing.
- Send comparison report to client.
- Order Valuation.
- Prepare Discharge form.
- Prepare FHOG form.
- Remove TFN.
- Credit proposal prep.
- Lodge files to lenders.
- Follow-up Lodgment to settlement.
- Call Lenders, Solicitors & settlement team when required.
- Administrative work.
- Act as a broker's associate.



### ***Fees and Charges:***

- No Setup cost.*
- No Admin cost.*
- No Hiring cost.*
- No Training cost.*



# MENTORING SERVICE

We follow industry standards (**MFAA/FBAA**) to provide mentoring framework within the mortgage & finance industry expectations.

## MENTORING MANUAL

- > Customer Engagement
- > Administration & Workflow
- > Landing scenarios
- > Research, Analysis and Recommendation
- > Compliance
- > Loan submission requirements
- > Loan submission vetting and quality assurance
- > Business sustainability
- > Self- management

- > Qualifications & Experience
- > Participants Active Support
- > Key Features
- > Assessment, Evaluation & Review



# MARKETING SUPPORT

We have a Digital Marketing team to support you with **SEO, Web Design, Social Media, and Complete Digital Marketing.**

### Web Design, Development & Maintenance

CREATING A CUTTING-EDGE WEBSITE THAT BREEDS MODERNISM IN YOUR BUSINESS GOALS

### SEO (Search Engine Optimization)

OUR SEO SERVICE NOT JUST INCREASES YOUR WEBSITE RANKINGS & TRAFFIC, BOOSTS YOUR LEADS & SALES.

### Social Media Marketing & Management

OUR SMM SERVICE HELPS YOU BUILD A STRONG SOCIAL MEDIA PRESENCE AND INCREASE SALES.

### Marketing Strategy, Graphics Design & Others

WE OFFER A WIDE RANGE OF CREATIVE CONTENT, SOCIAL MEDIA CONTENT, ETC.

READY TO KICK OFF YOUR GROWTH JOURNEY?



# COLLABORATIVE PARTNER

For three years, MBAT has been a trusted offshore support provider for our partners in the mortgage broking industry. We equip offshore staff to handle all technical broking functions, enabling our partners to focus on client experience and growth. We deliver the staff, training, and support for higher quality and compliant applications.



## David Ham

David Ham is an Australian Credit License holder, AFG Hall of Fame Member and AFG Member for over 20 years. His mortgage broking business, Mortgage Australia Group has been an AFG National Champion and State Champion Broker Group award recipient.



## Shivani Dhanesha

Shivani has a proven track record of helping with Bridging Loans, First Home Buyers, Construction Loans and Loan Refinancing and is currently working at LendingTree.



# RESPECTED CLIENTS



# MANY MORE

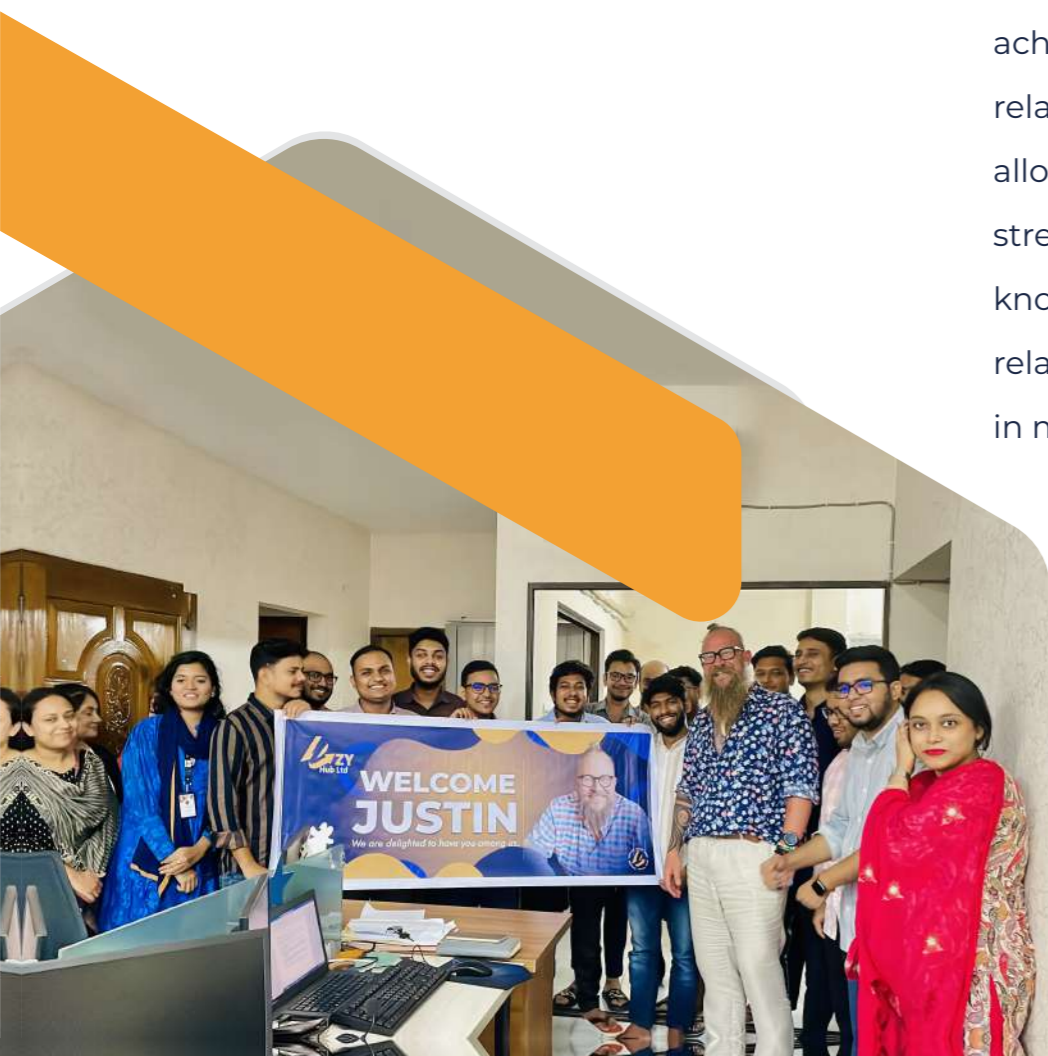




# CLIENT TESTIMONIAL

*A satisfied customer is  
The best business  
strategy of all*

— *Michael LeBoeuf*



13 Mortgage Broker Assist

## 01 Justin Cornock Mortgage Broker

As a busy mortgage broker working in a small partnership, it often feels like there are not enough hours in the day to achieve my objectives. My relationship with the MBAT has allowed me to leverage its strengths, namely its powerful knowledge, resources and relationships, to achieve success in my business.



14 Mortgage Broker Assist

## 02 Tim Jennings Mortgage Broker

Mortgage Broker

It has been a pleasure to work with MBAT and it has contributed to my business's growth and development. I developed a relationship with MBAT because of my previous dealings with its management team.

## 03 Sudesh Pannigala Mortgage Broker

Mortgage Broker

My association with MBAT stems back over a decade. During this time, MBAT has provided me with all the necessary tools available via the unique mortgage broker suite, to meet my client's expectations and effectively manage my day-to-day business operations.





# OUR TEAM

## Shariff Rahman

Managing Director



*“Success is best when it’s shared.”*

*Howard Schultz*



Want to build your **Career in MBAT?**

Submit your CV here

[hr@mortgagebrokerassist.com.au](mailto:hr@mortgagebrokerassist.com.au)



Nusrat Jahan Prity



Nabeela Rahman



Jawad R Anim



Rafid



Tahmid



Hafsa



Fahim



Badhon



Fahad



Fariha



Newaz



Meher



Zim



Ratul



Sahadat



Sojol



Fahim



Tasnuva



Sharmin



Ashiq



Pritom



Rafe



Shumon



Siyam



Tanvir



Rubaiya



Shuva



Seafath





# ACCESSIBLE LENDERS



# SHORT GALLERY



**THANK  
YOU**