

# MFAA Mentor Profile



## Mentor Profile Details

<b>Full Name:</b>	stephen laing
<b>Business Name:</b>	Traction finance Pty Ltd Credit rep under ACL licence Ichoice Pty Ltd
<b>Office Location/s:</b>	343-347 Liverpool Road Strathfield NSW 2150
<b>Aggregator:</b>	Connective
<b>Phone:</b>	0484343411
<b>Email:</b>	steve@ichoice.com.au
<b>Website:</b>	ichoice.com.au

## Additional Mentor Information

### Years Practicing as a Broker:

1 year as a MFAA broker, Industry 14 years (Business banking, SME, Retail, contact centre)

### Qualifications (Lending, Mentoring, Coaching, Other):

Diploma of Mortgage brokering 10 years as mentor and coach in NAB across Business banking, Small business, Retail and contact centre

### Program Structure/Outline (If running own program):

Program structure is flexible to the individual circumstances and based on how the broker is focusing on their business. As i have a commerical background we start our journey in relation to understanding the mentees goals, aspirations and focus markets. My key focus is building relationships and obtaining good leads and i look at supporting you throughout the process. My main focus is complaine in making sure that we are looking after the client the best we can and fit the right product to there needs. Also if brokers require assistance with self employed i can assist them with diversafaction with cashlow into other forms to support there business growth. My minimum expectation is one face to face meeting per month and to review consumer NCCP loans before they are submitted.

As our relationship builds up we will look at furthering in how i can support the business especially through responsible socail media aspects for the business.

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**Mentor Style  
(Local or Remote):**

Local and remote style. I am country wide but all my mentees are in Sydney at the moment. I am quite flexible and dont just work 9-5. I can relatye to many brokers that also work at night. I do use technology alot so remote i can support brokers aswell.

**Service  
Commitment:  
(Availability,  
Query turnaround  
times e.g. 24/7)**

My commitment is to get back to you same day in supporting your clients and your needs. If we need to sit down or discuss something in details for an hour or more we would schedule something in so we can work on what you need. My avaiability most Tuesday, Wednesday and thursday nights i work from 8pm-11pm.

**Payment  
Structure/Options  
if applicable:**

My payment structure is i charge an hourly rate billed at the middle of the month to be paid at the end. Min charge 1 hourly rate per month.

**Additional  
Comments and/or  
Services:**

As i am a commercial broker i can also assist you in being a reference for competence for commercial lending through the banking industry. I won;t just help you grow your business for the homeloan but for your overall client experience. I have been around for 14 years and have alot of knowledge and experience and i can share. Besides been in commercial banking i have also been a credit manager worked in back office, Phones and also fron desk in a branch. I have a range of experience to assist you, your clients and also what i have to offer.