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Why mortgage brokering? Why choose Australian Capital Solutions services as a mentor?

Simply questions with varies answers depending on your own choices and thought processes, just like our customers choose a bank over a broker or a major over a 2<sup>nd</sup> tier lender. I hope the following assists you to understand both.

I entered into the world of mortgages by answering an intriguing ad: ***“want to work with solicitors? want to assist customers with their dreams? Do you think you have what it takes to be great at customer service? “***

The words ‘dreams’, ‘do you think you have what it takes’, challenged my thought process. I wanted to know more, and I wanted to prove that I had what it took.

The ad was for a customer care staff member at a debt reduction mortgage company. I had heard of mortgages before but never truly understood the role of a mortgage broker nor a debt reduction company. Within the first month of working at the company, I found my passion for finance and mortgages. I knew that being in this industry was right for me.

I must admit the passion and the excitement was more towards the enjoyment in putting together what I call the puzzle pieces of a customer’s financial situation and finding options for them. Assisting those customers that thought their dream was never possible. Seeing the smile on their faces when you find the right solution for them.

15 years later and working in the finance industry in varies roles from customer service, to broker, to operations manager to broker development manager all for companies as an employee, I decided to take the leap faith and practice what I preached when I trained brokers in my roles and start my own company- Australian Capital Solutions Pty Ltd.

Australian Capital Solutions Pty Ltd believes and encompasses integrity, loyalty and respect. We believe each potential and existing customer, referral partner, aggregator, financial institution, insurance company, business institution acknowledges that when they deal with Australian Capital Solutions Pty Ltd feels like a person not a number and is treated with respect and integrity.

**Listen to understand and not just to listen** is motto I live by. I find that when you truly listen to a person’s story whether it be a potential customer, your friend, family member or a potential mentee, the little aspects of that conversation are what can make or break that pending relationship.

I have seen over the years potential brokers who have fantastic aptitude, loyalty and integrity miss out on being a mortgage broker due to lack of experience or finance knowledge or having the right training or guidance.

Our aim at Australian Capital Solutions Pty Ltd is to encourage, guide and assist new entrants into the mortgage industry through the mentoring program we offer. We understand each person is different and as such each mentor is different. We offer one on one training along with group training as we find whilst each mentor is different the questions, they have been often the same. By incorporating group training in the mentoring program, it allows like-minded brokers work together and find the solutions right for them.