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1 June 2018

CommBroker News



Broker CONNECT
On-boarding Calls

NEW DEDICATED TEAM

Part of securing and enhancing the financial wellbeing of our customers is providing the right products and services to meet their needs

From Friday 1st June 2018, a dedicated centralised team will contact broker introduced customers to welcome them to CommBank.



[Read more](#)

TIERED SERVICE MODEL

We're evolving our Tiered Service Model to recognise brokers who consistently deliver great customer outcomes, and help us achieve our vision of delivering the best home buying customer experience.

From July 2018, we're moving to a simplified model and will evaluate brokers against new quality standards to reinforce the importance of driving better customer outcomes



 [Read more](#)

THINGS YOU MAY HAVE MISSED

Debt-to-Income

We have introduced a number of borrower Debt-To-Income measures.

 [Read more](#)

Refinance Cashback Offer

We have introduced a new \$2,000 OFI Refinance Cashback Offer.

 [Read more](#)

Broker E-Learning

Training for brokers who haven't settled a CommBank loan for more than 12 months.

 [Read more](#)



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