

MEDIA RELEASE



Tiffen & Co has been named Australian Brokerage of the Year at the 11th Annual Australian Mortgage Awards held at Sydney Town Hall.

The black tie event was attended by over 700 representatives from the banking and finance industry. The Australian Brokerage of the Year Award, sponsored by NAB, is one of the highest accolades offered to a brokerage business in the mortgage industry. The key criteria for judging the award centered around the overall business perspective of the 33 finalists, and included loan volumes, conversion rates, customer service and strategy around stakeholder engagement.

Tiffen & Co wrote over \$367 million in home loans for the financial year ending June 30, 2012. This result represents a 20% year on year increase, achieved during a period in which there was a significant property market downturn. It includes a record 1,307 lodgements with only seven staff – an amazing effort.

Gerard Tiffen, Managing Director of Tiffen & Co, a fully owned and operated Canberra based company said that the award acknowledges the hard work and diligent service the company offers its clients.

“The culture of our team drives us to give 6 star service and it is that dedication by our brokers that have translated into increased market share and a huge amount of referral and repeat business.”

Mr Tiffen said despite softening across most markets, Tiffen & Co continued to write a record number of home loans, recording their highest ever lodgments in the first quarter of FY12, up 20% on the corresponding period of FY11. Demand for Tiffen & Co's services had become extremely popular with clients wanting the best advice possible.

“It is vitally important to ensure that our clients obtain the best mortgage solution in a timely, no fuss manner. So for Tiffen & Co to have been awarded Australia's best Mortgage Broker is one of our proudest moments. I believe if you have a full-service offering it must be the best and this award indicates that we are on track to deliver our clients the very best in home loans. It makes buying a home that little bit easier when your broker understands real estate and the speed at which financial decisions sometimes need to be made.”