

What are the steps in the application process?

- 1 Scenarios, Policy questions and general information.
 - brokersupport@resi.com.au
 - 1800 737 448 option 1
 - Resi BDM
- 2 Applications to be submitted via Vownet or Ynet and Applyonline.
- 3 All supporting documents to be emailed within 24hrs once application has been submitted.
 - Email for supporting documents: applications@resi.com.au
- 4 Application will be assessed by Pepper assessor and direct communication from Pepper to the broker for all MIR, Conditions and Formal approvals
- 5 Broker to return all conditions to the assessor via email. All conditions to be sent in at the one time. File will not be looked at until all conditions are returned.
 - Email for return conditions: whitelabel@pepper.com.au
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 - Email for return conditions: whitelabel@pepper.com.au
- 7 Conditions will then be checked once received and Formal approval issued.
- 8 Documents will then be issued to the client and file will be moved to our service team.
- 9 The service will then liaise with the solicitors to ensure a smooth settlement process. Broker will be kept informed throughout the process until settlement is complete.

Key Contact Points

All Follow ups and status of applications:	<ul style="list-style-type: none"> • whitelabel@pepper.com.au • 1800 737 737 • brokersupport@resi.com.au • Your Resi BDM
All post formal status updates and enquiries until settlement:	<ul style="list-style-type: none"> • whitelabel@pepper.com.au • 1800 737 448 • service@resi.com.au • 1800 737 448 option 3
All post settlement and client enquiries:	<ul style="list-style-type: none"> • partners@pepper.com.au • 1300 650 931