

## Brokers get paperless documents

**La Trobe Financial and MSA National have today launched a digital documentation service where a number of our customers can now sign their complete suite of home loan documents digitally including:**

- **the Letter of Offer from the lender;**
- **the Mortgage (in permitted jurisdictions) and memorandum of Common Provisions;**
- **other ancillary documents required to settle a loan**

**on screen on their device, anytime and anywhere; and the experience is seamless and paperless.**

**Friday, 14 September 2018** – Today, La Trobe Financial and MSA National launched a new digital documentation service where a number of our customers can now sign their complete suite of home loan documents, including the Letter of Offer from the lender, on screen; it's paperless! *"This will deliver exceptional speed and a reduction in overall turnaround times"*, said VP Chief Settlements Officer at La Trobe Financial David Bleakley. It will also reduce the risk of documents going astray in the post stated CEO of MSA National (MSA) Ayhan Baba.

Both MSA and La Trobe Financial are positioning themselves as digital service leaders in the mortgage finance industry. With circa. \$6 billion of funds under management, La Trobe Financial is one of Australia's leading specialist lenders with the broadest product range. MSA is evolving beyond being just a legal services provider – both are committed to digital transformation and its positive impact on the customer experience.

MSA Chief Executive Officer, Ayhan Baba, said *"The customer experience today more than ever, relies on close collaboration between the lender and its settlement agent. It was clear when we first met the team at La Trobe Financial that we had a similar vision and compatible culture. We both want to transform the customer experience by using digital technology, but we both also value the human interaction that overlays this. Digital is all about doing away with paper and delays and unnecessary expenses but the customer still wants human connection when coordinating their loan settlement. It is this blend that will win the hearts of customers and their mortgage brokers. At the end of the day we are still people serving people. Our job is to strip away complexity and relieve the anxiety of the mortgage process."*

Commenting on the launch, La Trobe Financial's Chief Settlement Officer and Vice President, David Bleakley, said, *"The launch of our digital documents service is one of many customer enhancement initiatives La Trobe Financial will be rolling out in the next 12-months. By introducing digital documents La Trobe Financial gives our customers more flexibility and allows borrowers the ability to electronically sign their home loan documents on their own time without having to worry about rushing to get physical documents signed and back to the post-office in time for settlement. The digital offering assists in relieving settlement deadline pressures; and in today's market where time is money, and mum's and dad's are generally short on time, this offering helps La Trobe Financial better meet our customer's expectations. In short, the implementation of digital documents makes the settlement process more convenient and more secure"*.

*"The move to Digital Documents is also of great benefit for our brokers as we now give them the tools to more seamlessly and effectively engage with their customers from anywhere, at any time via any device"*, Bleakley said.

Bleakley further added, *"for example, last week we had borrowers who needed to settle their purchase of the home of their dreams within a very tight timeframe. The broker reached out to La Trobe Financial and, with the assistance of the digital document solution, the borrowers were able to receive, review and execute their loan and security documentation within a short period of time, which allowed settlement to proceed within the specified timeframe."*

### About MSA National

For over 27 years MSA has been a champion for the broker and customer experience. And in 2016 they established themselves as market leaders by launching a suite of digital innovations that is transforming the customer experience and making the documentation and settlement process faster and simpler than ever before. Most of all MSA is known for its file ownership model which delivers legendary service from a team that have genuine empathy and humility for the customer. To find out more please visit [www.msanational.com.au](http://www.msanational.com.au).

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### About La Trobe Financial

La Trobe Financial is one of Australia's leading non-bank credit and wealth managers, providing funding and investment solutions to a diverse range of customers since 1952. We are 80% owned by Blackstone, the world's largest alternative asset manager, with over US\$450 billion of Funds under Management worldwide. We are a proven and trusted investment partner for institutional and retail investors alike with over 65 years' experience, managing investment mandates in excess of \$14 billion.

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