



How to Make the Change from Banking to Broking

Reasons to make the switch, steps to take and the secret sauce of mortgage broking success



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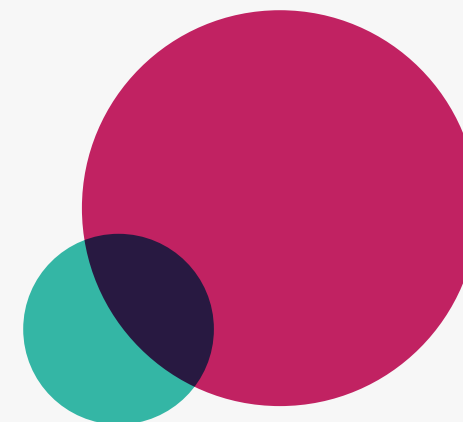
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About us

Brokers are the heart and soul of Connective. Over 20 years ago a broker named Glenn Lees had a vision to create a simpler, fairer and easier way for mortgage brokers to do business.

From those humble beginnings, Connective has grown to become an industry leading aggregator offering unique membership benefits, a strong sense of community and bells and-whistle support. Join us to get top notch support, rich learning and development opportunities, state of the art technology and a proven framework for mortgage broking success.

Thinking about becoming a mortgage broker?

You're in a good position to make the change

In this guide we explain why mortgage broking is a great career choice and how to make the move from banking into mortgage broking.

We provide an overview of the industry, give you some insights into the job, share stories of bankers who've made the move and outline the steps to get started.

As a banker, you already have a sound understanding of customer service, the finance industry, regulations, product knowledge—and a knack for numbers.

It means you have a solid foundation on which to build a rewarding career in mortgage broking.

And, with the right information, tools and support—you can get your new career in broking off to the best start.



A big opportunity

You love helping people access the right finance to get the most out of life—but want more than banking can offer?

Now's the right time to make the move to mortgage broking.

As a mortgage broker you'll be joining a big and growing industry and will take centre stage, helping thousands of Australians finance their home ownership dreams.

And their dreams could fuel yours—having a satisfying job that aligns with your values, lets you work the way you want and offers big financial rewards.

1. Industry Intelligence Service Report 14th edition MFAA, October 2021 – 31 March 2022

2. <https://www.ibisworld.com/au/market-size/mortgages/>

3. ANZ CoreLogic Housing Affordability Report, May 22

4. <https://www.statista.com/statistics/1209476/australia-value-of-mortgage-loans-outstanding-by-type/>

5. <https://www.ibisworld.com/au/market-size/mortgages/>

6. Industry Intelligence Service Report 14th edition MFAA, October 2021 – 31 March 2022

7. <https://www.corelogic.com.au/news-research/news/archive/australias-top-10-march-market-highlights>

Be part of a big and growing industry

Key indicators of a healthy industry¹

- Value of loans settled was **44.2% higher**, YOY (compared to the October 20 - Mar 21 period)
- Brokers settled record home loans - **50% growth** (compared to March 21, YOY)

Demand for mortgage brokers is set to **grow over the next five years**²



Mortgage holders contribute **around 40% of their income** to mortgage repayments³



One third of households carry housing debt worth **\$1.3 trillion**⁴

The Australian mortgage market is valued at **\$68.2 billion**⁵ and contributes around **\$5 billion** to the economy each year



Broker market share reaches all time high

69.5% of all home loans come through the broker channel⁶



Residential property underpins Australia's wealth; it's one of **the largest and best performing asset classes**



5 Great reasons to switch from banking to broking

Want more flexibility, more control and more rewards? Get more with mortgage broking. Here are five great reasons to make the switch.

1 Greater earning potential

If you believe that great work should be rewarded with a great income—you'll love mortgage broking.

That's because the sky's the limit! Unlike banking, there's no discretionary bonus and no quotas, just the potential to work steadfastly to earn a great income.

Switching to broking could be a smart move especially when you consider:

- Borrowers have been taking out record loan amounts over longer periods, generating higher commissions
- Cross selling insurance, asset finance or commercial loans can boost your earnings by creating multiple income streams
- Broking generates passive income through trail commissions. It's great for your wallet and adds value to your business.

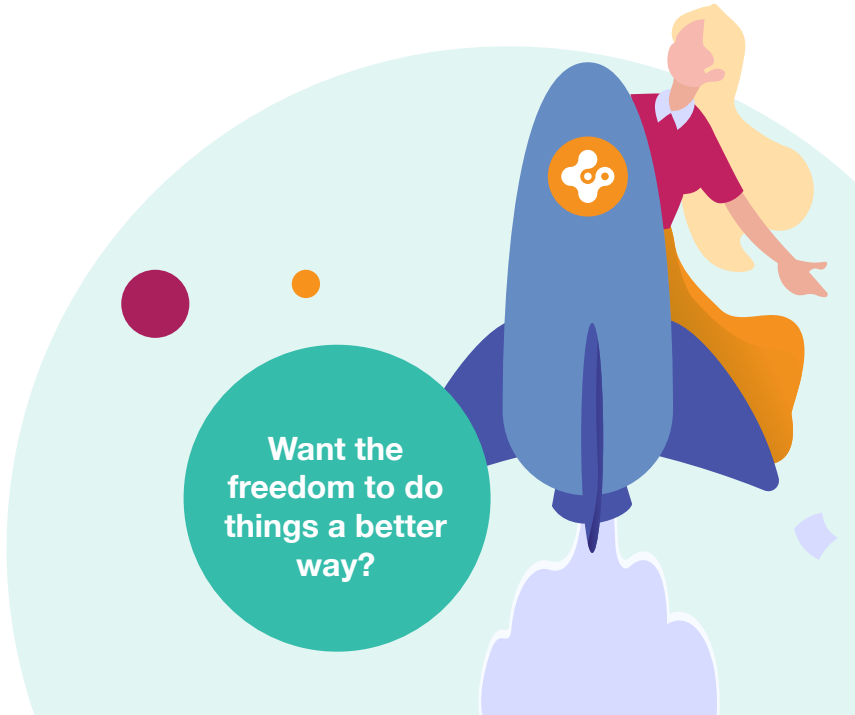


2 Freedom to do things your way

If you've been feeling like you're a cog in the wheel of a big bank, then broking could be your new calling.

Mortgage broking gives you the freedom to:

- Access a wide range of lending options
- Help a variety of different customers
- Set your own sales targets
- Serve customers the way you want.




Want the freedom to do things a better way?

3 Flexible working arrangements

These days it seems we can't stop talking about flexible working. That is everyone besides brokers. Why? Because brokers have long enjoyed flexible work arrangements.

Brokers can set their own hours and choose where they work which can be attractive to those who want a successful career—and a fulfilling life outside of work.

Choose broking and say hello to working from beachside locations, doing the school run, slotting in an educational webinar or a leisurely round of golf—all in a day's work.



Isn't it time your work was truly flexible?

4 Foster stronger customer relationships

Great customer relationships drive business success and job satisfaction. If you can't offer your customers a wide range of loans to suit their needs—it's time to switch to mortgage broking.

Broking allows you to develop strong relationships over the long term, so you can support a broad range of customers—through different life stages—with a big selection of financial solutions.

While strong customer connections are key to building sustainable businesses, many brokers say it's the friendships that develop over time that help give a career in broking the x factor.



5 Be your own boss

If you've been dreaming of becoming your own boss for years, then you're sure to love a career in mortgage broking.

You've probably asked yourself, why am I working so hard to fatten the bank's coffers when I could be reaping the rewards of my hard work?

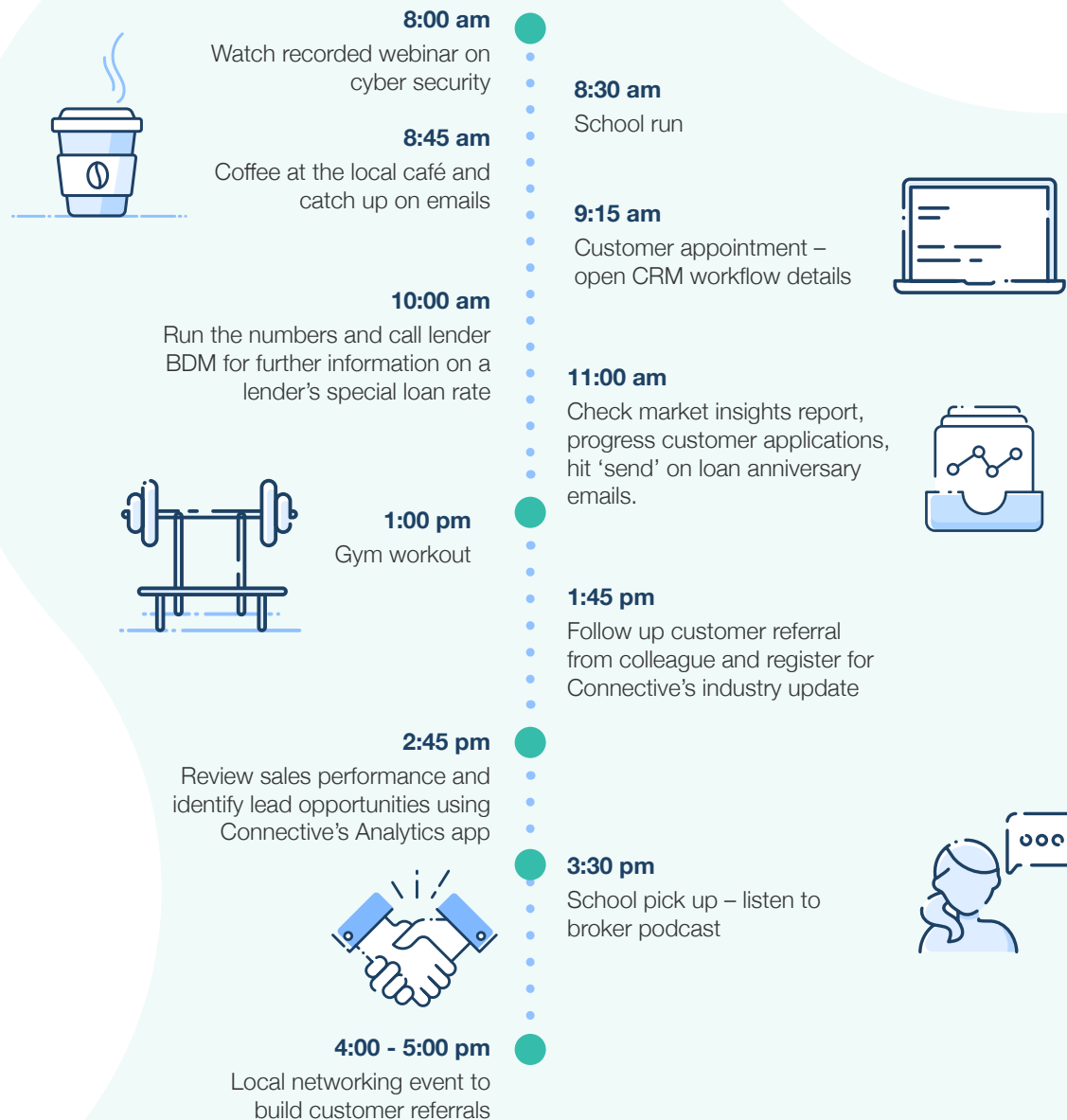
All the time and effort you invest in your work could end up going into a business that you own, manage and can sell when the time comes.

Plus, you'll have the autonomy to make key decisions. Choose your customers, business partners, your hours, location, business strategy and well....everything! After all, you're the boss.



A day in the life of a Connective broker

As a mortgage broker you'll enjoy a mix of customer service, product and business analysis, marketing professional development networking opportunities and more!



Hear from brokers who've made the move—and haven't looked back.

Introducing Amy Howard



Amy Howard

Director, owner and finance broker at Southstead Finance, WA

Passionate about delivering great customer experiences, Amy was tired of saying 'no' to customers because they didn't fit the bank's lending criteria.

Throw long hours, meetings overload, and limited product choice into the mix—and the stage was set for Amy to switch to mortgage broking.

Amy chose broking because it ticked all the boxes. She could be her own boss, deliver exceptional customer outcomes and had plenty of opportunities for personal growth.

Plus, being able to transfer her skills and experience meant Amy could get her career up and running quickly.

At the 18-month mark, Amy was already on her way to building a successful brokerage and won the 2022 MFAA Western Australia Newcomer Award.

Now two years into her broking journey, Amy is thoroughly enjoying her new career and feels energised to be growing her own business that genuinely puts customers first.

Reflecting back on the move, **Amy says she's grateful Connective provided the encouragement, support, tools and processes she needed to make her broking dream a reality.**

Hear from brokers who've made the move—and haven't looked back.

Introducing Ravi Shah



Ravi Shah, Managing Director, Ocean Finserv, NSW

Ravi Shah couldn't be happier with his 'smart move.' Leaving a long and storied career in banking behind, Ravi became a mortgage broker because he wanted to be his own boss.

The desire to work for himself became stronger after Ravi's son was born, because he wanted to work flexibly so he could focus on his young family.

But it wasn't just the appeal of doing his own thing that led to a new career in broking.

Ravi also wanted to leave behind the frustrations of telling customer after customer their applications were declined. "No matter how good the customer was, the deals weren't getting approved."

He says he also spent "a lot of time reporting things [at the bank] but this wasn't a great use of my time."

Doing something more worthwhile and being better remunerated struck a chord. But it was the advice from a friend and broker that gave Ravi the final nudge he needed to make the career move.

That friend and mentor provided invaluable advice, helping to make the transition easier for Ravi. But it wasn't all smooth sailing. Getting out of his comfort zone where he was "smashing targets, year after year" and experiencing a drop in income in those early days was tough.

Fortunately, it wasn't a sink-or-swim situation. From day one, Ravi got the support he needed to overcome those challenges and today, one year on, he still values Connective's support to help him reach his goals.

"All the people at Connective are terrific, I love their systems and enjoy what I do. I'm so pleased I made this move and I'm loving being my own boss."



Secret sauce for broking success

Getting a foothold on a new job in a new industry may seem daunting. But with the right information, support and planning, you can make the transition a smooth one.

Here's how you can approach your move to mortgage broking.

1 Prepare for your move

Plan your move to broking to help get your new career off to a flying start. Here are some actions you can take while you're still working in banking:

- **Get qualified** – find out what courses are available and how your prior experience could count!
- **Create a business plan** – understand how you'll structure, run and grow your business
- **Find a mentor, coach or support person** – get support and guidance
- **Build up a financial buffer** – lean on your financial reserves during your start-up phase.

By taking a planned and structured approach to your move, you can make strong, steady progress towards your career goals.

One of the biggest challenges when moving from a salaried job to self-employment is the uncertainty around income. But the transition can be made easier if you have:

- realistic expectations around how much you'll earn when you're getting established (MFAA has an income projection guide)
- a financial buffer to cover a potentially lower income while you get established for the first 6-12 months.



2

Choose your pathway

Mortgage broking offers you a choice between starting your own business or, working for an established brokerage.

If you're not sure which pathway is right for you, think about what's going to suit you best in terms of your skills, abilities, personality and goals.

If you choose to work for someone else, you may be able to specialise in one area such as loan writing, work in an office or on the road as a mobile lender. You might also want to work with an experienced broker before stepping out on your own.

Alternatively, working for yourself may be the key motivation for changing careers. Running your own business can give you autonomy, higher job satisfaction, flexibility and potentially deliver greater financial rewards.

Do your research on mortgage broking by:

- Following industry leaders on social media
- Reading trade media articles
- Attending industry events
- Asking those in the know—finance industry associations, bankers who have made the move, and us!



3

Launch your new career

Get qualified

To become a broker, you'll need to complete the Certificate IV in Finance and Mortgage Broking, Diploma of Finance and Mortgage Broking Management or equivalent such as a bachelor's degree that has a finance component.



Join a professional association

Aggregators and franchises require members to join an industry group such as the Mortgage and Finance Association of Australia (MFAA) or the Finance Brokers Association of Australia (FBAA). These bodies provide advice, advocacy and ongoing education.

You'll also need to become a member of the Australian Financial Complaints Authority (AFCA) who can help you with customer disputes.

Choose an aggregator or franchise

It's important to choose the right partner when starting your new career in broking. Join an aggregator to access everything you need to excel; a panel of lenders, technology platforms, marketing tools and business support.

Connect with a mentor

Bankers transitioning to broking don't have to undertake formal mentoring but may benefit from buddying up with a broking expert to help accelerate their learning.

Mentors can guide you through the technical aspects of the job as well as helping you to understand relationship building and other nuances of broking.

You can approach MFAA to help you find a mentor or ask your aggregator.

Become a lifelong learner

Working in a highly regulated industry provides plenty of learning opportunities to keep pace with new legislation and guidelines.

In addition, you'll need to keep up to date with market insights, lender policies and products and enjoy learning about a big range of topics from new technologies, to running a business, marketing and more.

What's an aggregator?

Aggregators are intermediaries between brokers and lenders, providing:










- access to a wide range of lending products
- the ability to write loans under their credit licence
- management of commission payments
- a range of tools, systems, processes and training.

In short, aggregators make broking easier by giving brokers everything they need to excel in their broking career.

Partner with us

Connective is Australia's leading aggregator. More than 4,000 brokers rely on our support, expertise and flexibility to build successful careers and businesses.

What brokers value about a Connective partnership.

SUPPORT	<p>Personalised support from a dedicated team:</p> <ul style="list-style-type: none">• State Manager• Business Support Manager• Business Development Manager• Compliance Support Manager• Onboarding Support Team		<p>Comprehensive onboarding and new to broking support</p>		<p>Holistic support to help your business thrive</p> <p>Lender product and policy updates, cyber security, compliance, risk management and more!</p>	
EXPERTISE	<p>The largest and most experienced compliance team in the industry</p>		<p>Best in class technology platform and business development tools</p>		<p>Multi-award winning training and professional development program. More than 150 in-person and online events, annually.</p>	
FLEXIBILITY	<p>Choose from two flexible, flat-fee memberships with no lock-in contracts—with the freedom to switch between plans</p> <p>Work under Connective's ACL as a credit representative or set up your own business.</p>		<p>Own your trail book – it goes with you if you leave</p>		<p>Receive accurate, fair and on-time commissions</p>	

Contact us to find out more

Resources

Useful websites

[MFAA](#) and [FBAA](#) - professional bodies for the mortgage broking industry

[FBAA Education Institute](#)

[The Adviser](#) and [Mortgage Professional Australia \(MPA\)](#) - publishing news and industry insights for mortgage and finance brokers

Reports

[MFAA Intelligence Service Report](#)

[Achieving Success in Mortgage Broking](#) – Connective's roadmap to broker success





Get in touch

We'd love to help you find out more about moving into mortgage broking.

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