

AFG Home Loans Contact Information



Retro - Clients

Client Services Phone: 1800 629 948 (Option 1)

Client Services Email:
support@afghomeloans.com.au

Internet Banking: www.afghomeloans.com.au

Retro - Brokers

Scenarios Phone: 1300 366 582

Scenarios Email: scenarios@afghomeloans.com.au

Supporting Documents:
afghldocs@afghomeloans.com.au

Credit Phone: 1300 366 582

Credit Email: afghldocs@afghomeloans.com.au

Application Progress:
afghldocs@afghomeloans.com.au

Settlements: These emails currently go to FMS:
fmsteam@au.firstms.com or ringing on
1300 360 757

Post-settlement:

Discharges: discharges@afghomeloans.com.au

Pricing requests: support@afghomeloans.com.au



Link - Clients

Client Services Phone: 1800 629 948 (Option 1)

Client Services Email:
support@afghomeloans.com.au

Internet Banking: www.afghomeloans.com.au

Link - Brokers

Scenarios Phone: 1300 366 582

Scenarios Email:
linkscenarios@afghomeloans.com.au

Supporting Documents:
afghldocs@afghomeloans.com.au

Credit Phone: 1300 366 582

Credit Email: afghldocs@afghomeloans.com.au

Application Progress:
afghldocs@afghomeloans.com.au

Settlements: These emails currently go to FMS:
fmsteam@au.firstms.com or ringing on
1300 360 757

Post-settlement:

Discharges: discharges@afghomeloans.com.au

Pricing requests: support@afghomeloans.com.au



Edge - Clients

Client Services Phone: 1300 543 558 (Option 1) for
Post-settlement/construction queries and (Option 2)
for Pre-settlement queries

Client Services Email:
customercare@advantedge.com.au

Internet Banking: www.afghomeloans.com.au

Edge - Brokers

Scenarios Phone: 1300 543 558 (Option 3)

Scenarios Email: scenarioteam@advantedge.com.au

Supporting Documents: acl@advantedge.com.au

Credit Phone: 1300 543 558 (Option 2) for Pre-
settlement queries or to speak to an Assessor

Credit Email: acl@advantedge.com.au

Application Progress: acl@advantedge.com.au

Settlements: Directly to MSA

Post Settlement: customercare@advantedge.com.au

Construction Email:
advantedge.construction@advantedge.com.au

Pricing Requests:
advantedge.customercare@advantedge.com.au



Alpha - Clients

Client Services Phone: 1300 247 033

Client Services Email:
afgservice@adelaidebank.com.au

Internet Banking: www.afghomeloans.com.au

Alpha - Brokers

Scenarios Phone: 1300 155 692 (Option 1)

Scenarios Email:
alphascenarios@adelaidebank.com.au

Supporting Documents: DocSend or upload
into ApplyOnline

New Applications:
alphaassist@adelaidebank.com.au

Additional Information requirements: DocSend or
upload into ApplyOnline

Application Progress:
alphaassist@adelaidebank.com.au

Settlements: Go direct to person handling file at
Galilee

Post Settlement:

Discharges: discharges@adelaidebank.com.au

Construction queries and Progress Payments:
progresspayments@adelaidebank.com.au

Pricing requests: Refer to your AFG HL BRM

AFG Home Loans Contact Information



Options - Clients

Client Services Phone: 1800 184 260

Client Services Email: partners@pepper.com.au

Internet Banking: www.afghomeloans.com.au

Options - Brokers

Scenarios Phone: 1300 304 694

Scenarios Email: Contact your AFG Home Loans BRM

Supporting Documents: afgoptions@pepper.com.au or whitelabel@pepper.com.au

Credit Phone: 1800 737 737

Credit Email: afgoptions@pepper.com.au

Application Progress: afgoptions@pepper.com.au

Settlements: Go direct to person handling file at Galilee

Post Settlement:

Discharges: service@pepper.com.au

Escalations: afgoptions@pepper.com.au



Align - Clients

Client Services Phone: 1300 947 483

Client Services Email: customercare@afgcommercial.com.au

Internet Banking: www.thinktank.net.au/customers

Align - Brokers

Scenarios Phone: Please contact your Account manager

Scenarios Email: brokersupport@thinktank.net.au

Supporting Documents: to be supplied via LoanApp

Credit Phone: 1300 781 043

Credit Email: brokersupport@thinktank.net.au

Application Progress: brokersupport@thinktank.net.au

Settlements: brokersupport@thinktank.net.au

Post Settlement:

Discharges: loansupport@thinktank.net.au

Pricing requests: brokersupport@thinktank.net.au



AFG Commercial (powered by Thinktank) - Clients

Client Services Phone: 1300 947 483

Client Services Email: customercare@afgcommercial.com.au

Internet Banking: www.thinktank.net.au/customers

AFG Commercial (powered by Thinktank) - Brokers

Scenarios Phone: 1300 781 043

Scenarios Email: thinktank@afgcommercial.com.au

Supporting Documents: Send to your Thinktank Relationship Manager

Credit Phone: 1300 781 043

Credit Email: credit_team@thinktank.net.au

Application Progress: credit_team@thinktank.net.au

Settlements: Thinktank Relationship Manager

Post Settlement:

Discharges: loansupport@thinktank.net.au

Pricing requests: support@afghomeloans.com.au

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