

Sample process map



Responsible Person	Initial Enquiry	Order Credit and Police Check	Customer interview	Data entry into CRM	Review: Fact Find vs Supporting Docs	Structure Loan	Get pricing from lenders	Order val
Broker	Send Credit Guide and Privacy Consent	At point of sale	Meet and ID customer (F2F or digital)					
	Pre-qualify by phone		Validate Fact Find					
Analyst/Admin	Complete research as applicable		Scan in meeting notes, complete voice recording and send instructions to team					
	Send electronic fact find (incorporates document checklist)							
OPS	Book meeting / send appointment confirmation		Collect supporting documents. Follow up missing documents. Liaise with client.		Cross reference and validate – create single source of truth	Structure loan in consultation with broker including product search	Load pricing template and send off request to lenders on product comparison report	Order valuation from lender portal etc
	If not electronic, send manual fact find and document checklist							
	Load workflow template for customer in workflow manager							
Admin (Onshore and/or Offshore)				Data entry onshore or offshore				
Technology								

*Please note that if you are a single operator all items will sit in the broker column with technology to support the process. Each role should be amended to best reflect your business.

Sample process map



Responsible Person	Data Entry into AOLM including data upload	Check and lodge	Follow up Lender for updates	Keep client informed	Escalate files	On formal, check documents	Facilitate settlement	Post customer care
Broker		Send application forms to sign						Handover to client service manager formally
Analyst / Admin								
OPS		Assist broker with validation of data, ready to lodge	Lender follow up	Client engagement	Escalations	Verify documents	Process settlement	Implement post customer care plan
Admin (Onshore and/or Offshore)	Complete file ready to lodge including document upload							
Technology								

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