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Pre Offer Letter

A Pre Offer letter is being issued for all new home loan applications to advise when the home loan has been approved, subject to any outstanding conditions. This letter also provides details on what the next steps are for your customer, including an explanation of all outstanding conditions.

Brokers can use the Pre Offer letter to provide customers with a clear 'yes' message (subject to) and explain all outstanding conditions, as we will no longer issue Loan Documentation until all conditions, including valuation acceptance, have been met.

Important: Issuing Loan Documentation when all conditions are met will help to avoid the re-work that is currently required due to the regular occurrence of valuation shortfalls. This is in the interest of meeting customer expectations and will help to ensure there are no unnecessary delays for your customer. A sample of the Pre Offer letter is on [CommBroker](#).

Customer Ordered Valuations (COV) discount offer

A discount fee of \$150 for Customer Ordered Valuations is now available until Thursday 30 September 2010. Take advantage of this special offer to ensure a valuation dispute does not affect your deal.

The reduced fee applies for all Customer Ordered Valuations. COVs can be conducted in metropolitan post code areas and for property valuations under \$1 million. Full details on offer are promoted in [Edge of 3 August 2010](#).

Customer Ordered Valuations can be done via [CommBroker](#). To take advantage of the discount you need to enter the promotional code 'Connect'.

Customer Ordered Valuations (COV) is an easy solution to ensure you maximise your conversion results. Try it today with your next refinance application.

For information on Commonwealth Bank home loan products and credit policies go to www.commbroker.com.au

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