

WeMoney Awards Program - Ratings & Methodology Criteria

Business Awards (Business Loans)

Name: 2026 WeMoney Business Awards (Business Loans)

Key Dates:

Applications open: Monday, 22-June-2026
Applications close: Friday, 10-July-2026
Winners announced: Thursday, 23-July-2026

2026 Business Awards (Business Loans) Summary

The WeMoney Business Awards (Business Loans) celebrate the best products, services, and innovators in the Australian market, offering outstanding value and service quality to businesses.

We use our knowledge and experience to identify those products and services that offer outstanding value, as well as market-leading features, and recognise them with the WeMoney Business Awards (Business Loans).

For applicants, a WeMoney Business Award is a third-party endorsement of their product(s) and service(s).

Method: We score each factor on a 0-to-10 scale (or as a zero or one, depending on the factor), with 0 being the lowest possible score and 10 being the highest possible score.

Overview

2026 Business Award Categories

Overall Award Categories
Business Bank of the Year
Small Business Bank of the Year

2026 Business Loans Award Categories

Overall Award Categories
Business Lender of the Year
Small Business Lender of the Year
Digital Business Lender of the Year

Business Loan Award Categories
Best Digital Innovation
Best for Line of Credit
Best for Trade Finance & Working Capital
Best for Asset Finance
Best for Property-Backed Finance
Best for Business Overdraft
Excellent Rates & Fees
Best for Value
Best for Quality
Best for Flexibility
Best for Flexibility - Line of Credit
Outstanding Customer Service

Award Methodology

Overall Award Categories

Business Lender of the Year

This award recognises the business lender demonstrating overall excellence across all aspects of business lending, including pricing, product offerings, and service delivery. Applicants were assessed based on market presence, innovation, customer satisfaction, and overall sector contribution. The award is given to the provider with the highest weighted rating across the following categories:

- Competitive Rates & Comparison Rates
- Comprehensive Product Range & Innovation
- Application Processing Speed & Approvals
- Digital Platform Excellence & Access
- Customer Service Quality & Support
- Market Leadership & Business Outcomes

Small Business Lender of the Year

This award recognises the business lender providing exceptional lending solutions tailored to small business needs, including simplified processes and flexible underwriting. Applicants were assessed based on small business lending volumes, simplified applications, and understanding of small business challenges. The award is given to the provider with the highest weighted rating across the following categories:

- Simplified Application & Documentation
- Flexible Underwriting & Serviceability
- Small Business Specialist Support Teams
- Quick Approval & Settlement Timeframes
- Industry-Specific Lending Solutions
- Educational Resources & Advisory

Digital Business Lender of the Year

This award recognises the business lender leading digital transformation through innovative technology platforms and streamlined digital processes. Applicants were assessed based on digital platform functionality, automation capabilities, processing speed, and digital customer journey excellence. The award is given to the provider with the highest weighted rating across the following categories:

- End-to-End Digital Application Process
- Mobile App Functionality & UX
- Automated Decision Making & Processing
- Digital Document Management Capabilities

- Real-Time Application Tracking Systems
- Digital Customer Support Tools

Business Loan Award Categories

Best Digital Innovation

This award recognises the business lender implementing cutting-edge digital innovations that transform the lending experience through advanced technology. Applicants were assessed based on technological advancement, innovation uniqueness, and measurable lending process improvements. The award is given to the provider with the highest weighted rating across the following categories:

- Advanced Technology Implementation
- Innovative Digital Features & Tools
- Automated Processing & AI Integration
- Customer Experience Enhancement Tech
- Digital Security & Authentication

Best for Line of Credit

This award recognises the business lender offering the most effective line of credit for managing cash flow, with fast access and flexible drawdowns. Applicants were assessed based on speed of access, drawdown and repayment flexibility, credit limit range, eligibility accessibility, and account management. The award is given to the provider with the highest weighted rating across the following categories:

- Speed of Access & Funding
- Flexible Drawdown & Redraw Options
- Credit Limit Range & Adjustment
- Eligibility & Serviceability Access
- Repayment Flexibility
- Real-Time Account Management
- Fee & Cost Transparency

Best for Trade Finance & Working Capital

This award recognises the business lender providing superior trade finance and working capital solutions supporting international operations, import/export activities, and supply chain financing. Applicants were assessed based on product range, international banking network, documentary credit capabilities, and foreign exchange services. The award is given to the provider with the highest weighted rating across the following categories:

- Comprehensive Trade Finance Products
- International Banking Network & Partners
- Foreign Exchange & Currency Services
- Trade Finance Expertise & Support
- Competitive Pricing & Terms

Best for Asset Finance

This award recognises the business lender delivering superior asset finance solutions that leverage equipment, vehicles, and machinery as security. Applicants were assessed based on asset evaluation expertise, collateral acceptance, loan-to-value ratios, and equipment finance knowledge. The award is given to the provider with the highest weighted rating across the following categories:

- Asset Evaluation & Valuation Processes
- Flexible Collateral Acceptance
- Competitive LTV Ratios & Pricing
- Asset Documentation & Approval Systems
- Equipment Finance Expertise & Knowledge

Best for Business Overdraft

This award recognises the business banking provider offering the most comprehensive and accessible overdraft facilities to support cash flow management. Applicants were assessed based on overdraft terms, interest rate structures, approval processes, and facility management features. The award is given to the provider with the highest weighted rating across the following categories:

- Standard Overdraft Limit Availability
- Overdraft Interest Rate Competitiveness
- Setup & Ongoing Fee Structure
- Interest-Free Period Offerings
- Approval Process Efficiency
- Credit Assessment Flexibility
- Facility Review & Adjustment Options
- Emergency Access Provisions

Excellent Rates & Fees

This award recognises the business lender offering the most competitive and transparent pricing through low fees and fair, clearly disclosed rates. Applicants were assessed based on rate competitiveness, fee transparency, minimal charges, comparison-rate clarity, and early repayment flexibility. The award is given to the provider with the highest weighted rating across the following categories:

- Competitive Interest Rates
- Transparent Fees & Minimal Charges
- Clear Comparison Rates
- No Hidden Fees & Charges
- Early Repayment Flexibility
- Fee Waivers & Discounts

Best for Value

This award recognises the business lender delivering the greatest overall value through the balance of competitive pricing, funding speed, and support, regardless of product range. Applicants were assessed based on cost-to-value, pricing transparency, funding speed, borrower support, and overall borrowing experience. The award is given to the provider with the highest weighted rating across the following categories:

- Cost-to-Value Proposition
- Pricing Transparency
- Funding Speed & Accessibility
- Borrower Support & Guidance
- Repayment & Funding Flexibility
- Overall Borrowing Experience

Best for Quality

This award recognises the business lender demonstrating superior lending quality through excellent portfolio performance, robust risk management, and consistent services. Applicants were assessed based on portfolio performance, customer satisfaction, service consistency, and overall quality of lending decisions. The award is given to the provider with the highest weighted rating across the following categories:

- Loan Portfolio Performance & Management
- Comprehensive Credit Assessment
- Consistent Service Delivery Standards
- Customer Satisfaction & Retention
- Risk Management & Compliance Excellence
- Professional Expertise & Staff Training

Best for Flexibility

This award recognises the business lender offering the most adaptable loan solutions that accommodate diverse business needs and changing circumstances. Applicants were assessed based on loan structure flexibility, repayment options, collateral requirements, and ability to adapt to changing conditions. The award is given to the provider with the highest weighted rating across the following categories:

- Flexible Loan Terms & Structures
- Multiple Repayment Options & Frequencies
- Collateral & Security Flexibility
- Loan Modification & Restructuring
- Additional Borrowing Capabilities
- Seasonal & Cyclical Business Support

Best for Flexibility - Line of Credit

This award recognises the business lender providing the most adaptable line of credit solutions with maximum operational flexibility for cash flow management. Applicants were assessed based on credit access flexibility, repayment options, limit adjustment capabilities, and adaptability to changing requirements. The award is given to the provider with the highest weighted rating across the following categories:

- Flexible Draw-Down & Access Options
- Variable Repayment Scheduling
- Credit Limit Adjustment Capabilities
- Multiple Security & Collateral Options
- Interest Calculation & Payment Flex
- Account Management & Monitoring Tools

Outstanding Customer Service

This award recognises the business lender delivering exceptional customer service through responsive support, expert guidance, and superior relationship management. Applicants were assessed based on service metrics, response times, relationship manager quality, and overall customer experience satisfaction. The award is given to the provider with the highest weighted rating across the following categories:

- Multi-Channel Support Availability
- Response Times & Service Efficiency
- Dedicated Business Lending Specialists
- Customer Communication Quality
- Problem Resolution Effectiveness
- Customer Satisfaction & Feedback

Best for Property-Backed Finance

This award recognises the business lender delivering the strongest property-backed lending solutions, using residential or commercial real estate as security to unlock competitive funding for businesses. Applicants were assessed based on maximum loan-to-value ratios against property, accepted security types, valuation and approval processes, and pricing. The award is given to the provider with the highest weighted rating across the following categories:

- Maximum LVR Against Property Security
- Accepted Property & Security Types
- Valuation & Approval Processes
- Competitive Pricing & Terms
- Serviceability & Structuring Flexibility

Best for Business Acquisition Finance

This award recognises the business lender providing the most effective finance solutions for acquiring an existing business, franchise, or equity stake. Applicants were assessed based on acquisition funding structures, goodwill and cash-flow based lending capability, deal-size range, and specialist advisory support. The award is given to the provider with the highest weighted rating across the following categories:

- Acquisition Funding Structures
- Goodwill & Cash-Flow Based Lending
- Deal Size Range & Flexibility
- Vendor & Earnout Arrangement Support
- Specialist Acquisition Advisory

Assessment Criteria

Awards are based on a comprehensive list of individual criteria applied to each business loan provider and available products, assessing important factors, such as:

1. Affordability & Fees

The independent judging panel examines each business loan provider based on their interest rates, fee structure, and overall cost transparency. This includes a detailed assessment of all potential costs incurred by businesses throughout each stage of their borrowing journey with the provider. Applicants are compared based on how their rates and fees compete relative to industry benchmarks and how well they communicate pricing to customers.

- Interest rates and comparison rates (fixed and variable)
- Application, establishment, and ongoing service fees
- Additional repayment, late payment, and early exit fees
- Fee waivers and discounts available to businesses

2. Serviceability

The independent judging panel examines each business loan provider based on their ability to service different types of business scenarios and customer profiles. This includes a detailed assessment of eligibility requirements, risk assessment approaches, and pricing transparency across various business circumstances. Applicants are compared based on their accessibility to businesses with different operating histories, revenue levels, and risk profiles.

- Business operating period and minimum revenue requirements
- Personalised interest rates and risk-based pricing approaches
- Online calculators and indicative rate availability
- Pre-approval services and credit protection options

3. Flexibility & Features

The independent judging panel examines each business loan provider based on their product flexibility and range of features available to meet diverse business needs. This includes a detailed assessment of borrowing limits, loan terms, security options, and repayment structures. Applicants are compared based on their ability to accommodate different business requirements and provide adaptable lending solutions.

- Minimum and maximum borrowing amounts and loan terms
- Secured and unsecured lending options and lines of credit facilities
- Repayment frequency options and additional repayment flexibility
- Offset accounts, top-up facilities, and loan splitting capabilities

4. Customer Experience

The independent judging panel examines each business loan provider based on their overall customer experience delivery, including application processes, approval timeframes, and ongoing service quality. This includes a detailed assessment of digital capabilities, customer support availability, and service accessibility. Applicants are compared based on their ability to deliver efficient, accessible, and responsive service throughout the customer journey.

- Online application capabilities and approval timeframes
- Digital portals, mobile applications, and account management tools
- Customer support channels and response times
- Physical branch availability
- Dedicated relationship management services

Customer Scenarios

To ensure a fair and accurate comparison, business loan applicants are assessed against **three distinct customer profiles** that reflect real-world needs. This approach allows the judging panel to evaluate each provider's strengths within relevant segments and highlight those that deliver exceptional value and service for different types of members.

Customer Scenarios	Customer Profile
Scenario 1 - Small Business	• Partnership • Coffee Shop / Cafe • Operating for 2+ years • \$2,000,000 annual revenue • Business Loan • Amount: \$250,000 • Term: 3 years • Unsecured
Scenario 2 - Large Business	• Company • Shipping & Logistics • Operating for 5+ years • \$10,000,000 annual revenue • Business Loan • Amount: \$2,000,000 • Term: 5 years • Unsecured
Scenario 3 - Line of Credit	• Company • Furniture Store • Operating for 2+ years • \$2,000,000 annual revenue • Line of Credit • Amount: \$100,000 • Term: N/A • Unsecured

Scoring Methodology

Score Range	Description
0-4	Below industry standards and represents significant room for improvement.
5-7	Meets industry standards and demonstrates strong performance, though with some room for improvement.
8-10	Exceeds industry standards and customer expectations, with limited room for improvement.

Data Collection & Review Process

WeMoney collects data from Business Loan Providers, and observes demonstrations, as necessary. Our process begins by sending out detailed questionnaires to Business Loan Providers. The questionnaires are structured to be unbiased in nature and provide coverage at eliciting both favourable and unfavourable responses. The questionnaire answers, combined with our in-house specialists' hands-on research, make our proprietary assessment process that scores each provider's performance.

We then undergo an additional evaluation process that is curated for certain types of consumers. This evaluation adjusts the weighting of factors (and occasionally will consider additional criteria) to emphasise features that matter most to consumers.

We also take into account customer experience, industry standards and regulatory requirements.

Award Eligibility

Lenders were given 3 weeks to respond to our invitation process and provide all necessary data. Only Business Loan Providers that provided data satisfactorily and met all requirements, were included in the WeMoney Awards Program.

The Review Team

The review panel comprises a member from the WeMoney team and experts that include market contributors, CEOs, Directors and editorial staff who are seasoned writers. Each panel member follows WeMoney's strict guidelines for editorial integrity and are all commercially independent of the applicants.

Selection Criteria

Awards are based on a comprehensive list of individual criteria applied to each product that assesses important features such as Affordability & Fees, Serviceability, Flexibility & Features, and Customer Experience, among others, that broadly fall into the following 4 categories:

- Affordability & Fees
- Serviceability
- Flexibility & Features
- Customer Experience

Each individual criterion receives a weighting, which varies according to the award. Each award is made up of its own unique combination of weightings.

Weighting

Criteria	Indicative Breakdown	Weighting (%)
Affordability & Fees	• Interest rates and comparison rates (fixed and variable) • Application, establishment, and ongoing service fees • Additional repayment, late payment, and early exit fees • Fee waivers and discounts available to businesses	25%
Serviceability	• Business operating period and minimum revenue requirements • Personalised interest rates and risk-based pricing approaches • Online calculators and indicative rate availability • Pre-approval services and credit protection options	25%
Flexibility & Features	• Minimum and maximum borrowing amounts and loan terms • Secured and unsecured lending options and lines of credit facilities • Repayment frequency options and additional repayment flexibility • Offset accounts, top-up facilities, and loan splitting capabilities	25%
Customer Experience	• Online application capabilities and approval timeframes • Digital portals, mobile applications, and account management tools • Customer support channels and response times • Physical branch availability • Dedicated relationship management services	25%