

# BrokerPulse.

A community-driven knowledge base of lender performance.

Broker Pulse is a detailed analysis of lender performance in the third-party channel derived from a monthly survey of mortgage and finance brokers across Australia.

Powered by

**agile.** market  
intelligence

June 2025



## Here are the lenders listening to your feedback.

These are the lenders listening to you and supporting the transparency between brokers and lenders. Each month, your feedback and the insights you contribute to are passed on, and these lenders are making strides in the industry to make your lives and your clients' lives easier.



# Introduction

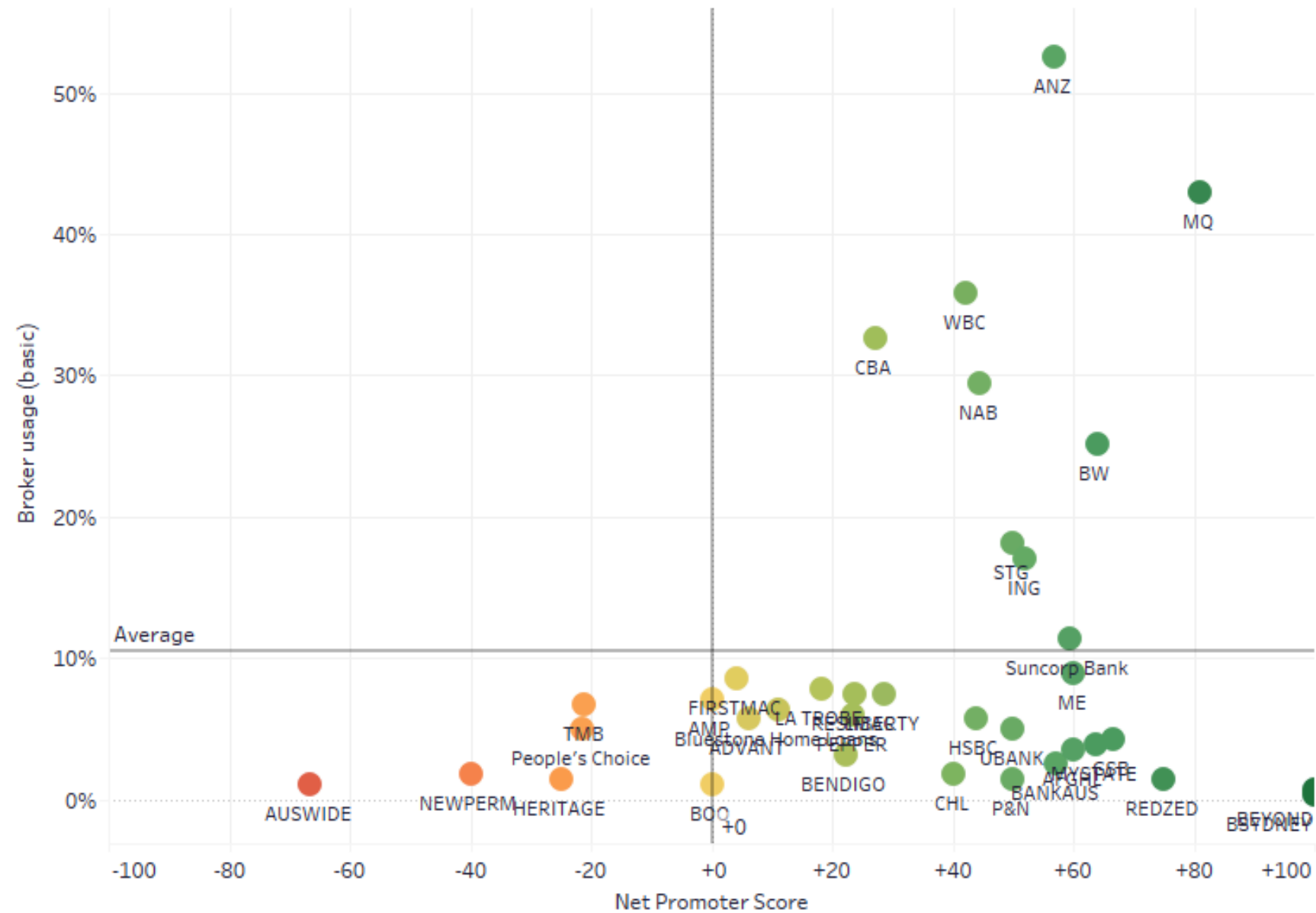
A community-driven knowledge base of lender performance giving brokers a birds-eye view of the residential mortgage lending market.

## Methodology:

This month, Broker Pulse surveyed 282 residential brokers between the 1st and 16th of July 2025 to uncover their experiences with lenders through June 2025. The survey asks participating brokers to share their experiences with the lenders they've used throughout the month. Brokers are asked to rate each lender's turnaround times, credit assessment staff, BDMs and their overall experience. Broker responses are aggregated each month and distributed back to participating brokers and lenders to enable transparency across the market with the goal of improving consumer outcomes. This community-driven initiative is powered by brokers who want to unlock the collective experiences of their fellow brokers to make more informed decisions.

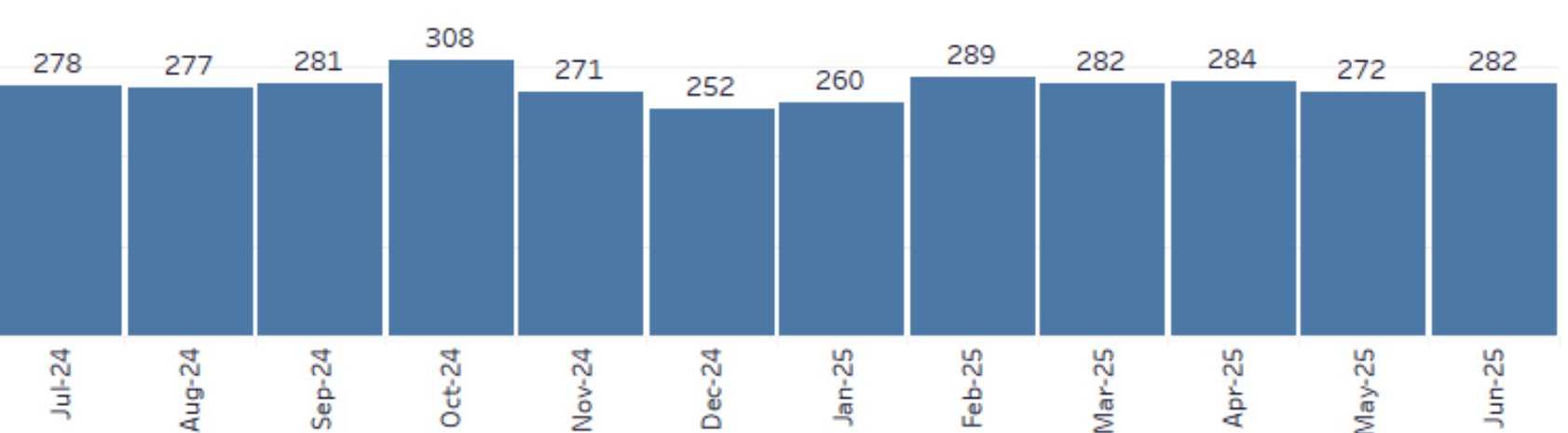
## Market positioning

Positioning of each lender based on their size (percentage of broker usage) and Net Promoter Score for the month of June 2025.



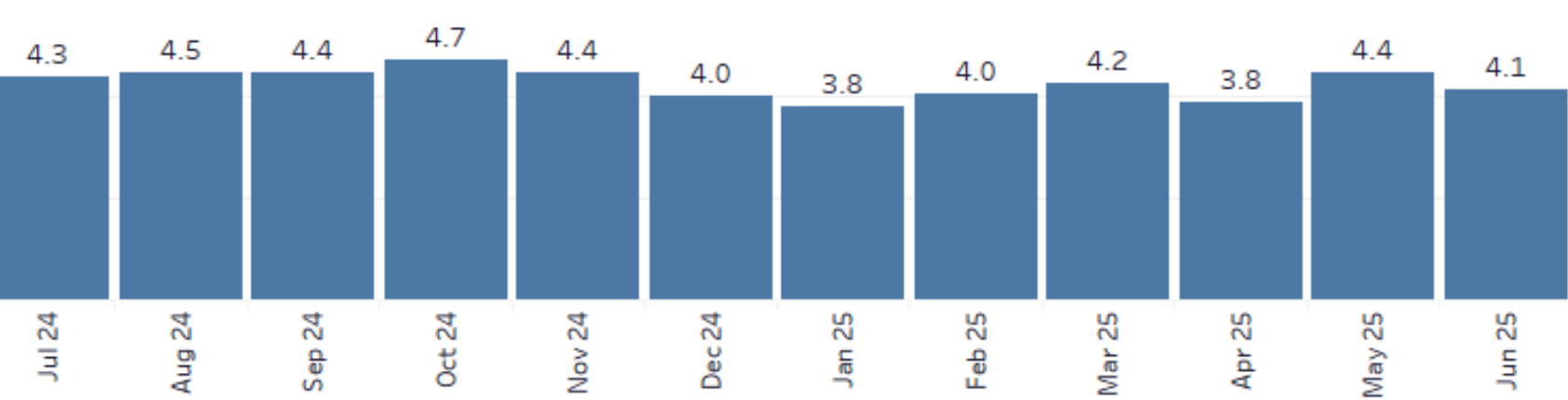
## Survey participants

Showing a count of brokers who participated in the Broker Pulse survey each month.



## Lenders per month

Showing average number of lenders brokers submitted application to each month.



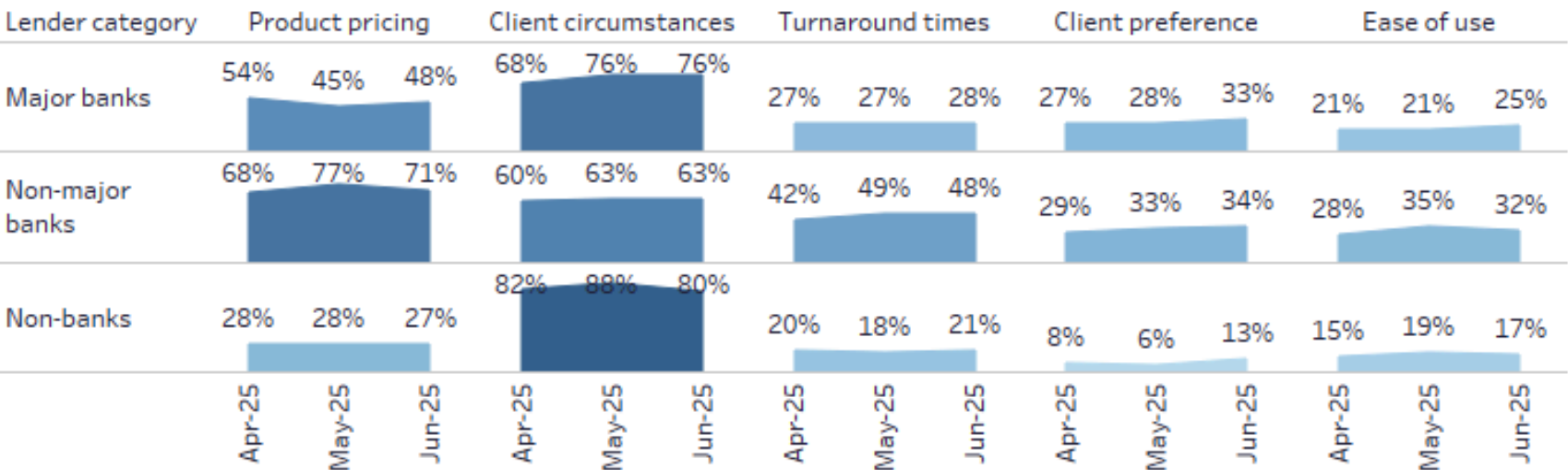
# Flows of broker-originated applications

Contrast and compare the utilisation and popularity of Australian residential mortgages lenders based on this month's Broker Pulse survey results.

**Analysis:**  
This month's Broker Pulse saw ANZ take the lead as the most commonly used lender with 52% of brokers working with them throughout June 2025. Macquarie Bank continues to have a strong presence with 43% of brokers. Firstmac was the most used non-bank lenders with 9% of brokers. Product pricing remains the leading factor for brokers when choosing non-major banks. For major banks, client circumstances remain the leading factor for brokers with product pricing being the second most common priority. Brokers continue to turn to non-banks for clients based on the client's circumstances.

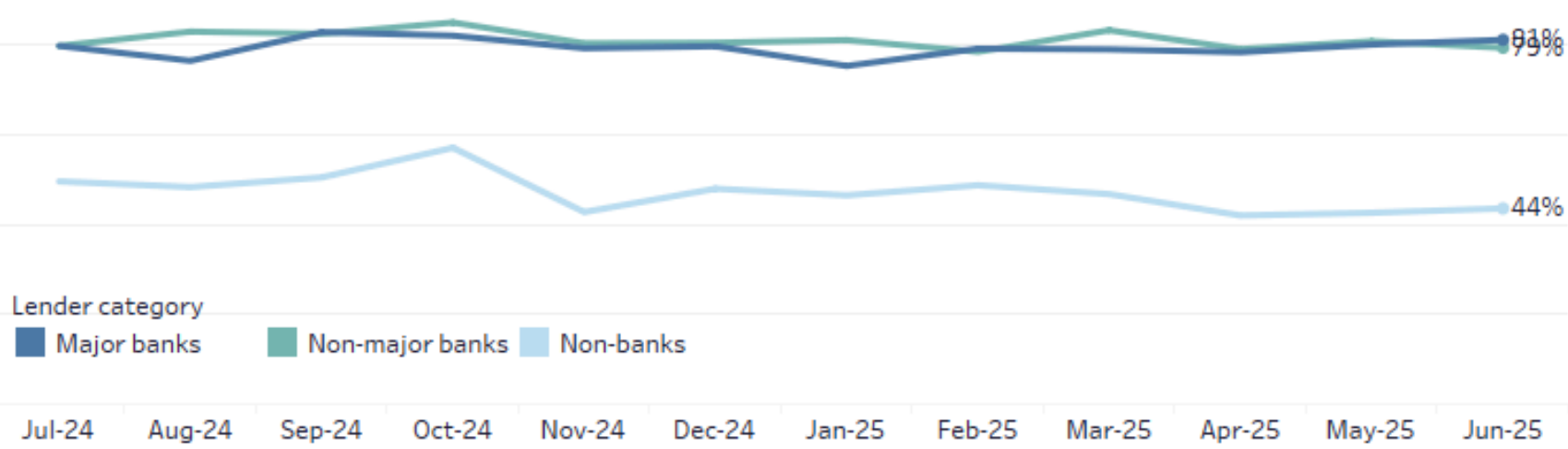
## Why are brokers choosing these lenders?

Brokers were asked to indicate the "primary reason(s)" they recommended this lender to their clients. Results shown indicate the percentage of brokers who selected each consideration and based on April 2025, May 2025, June 2025 results.



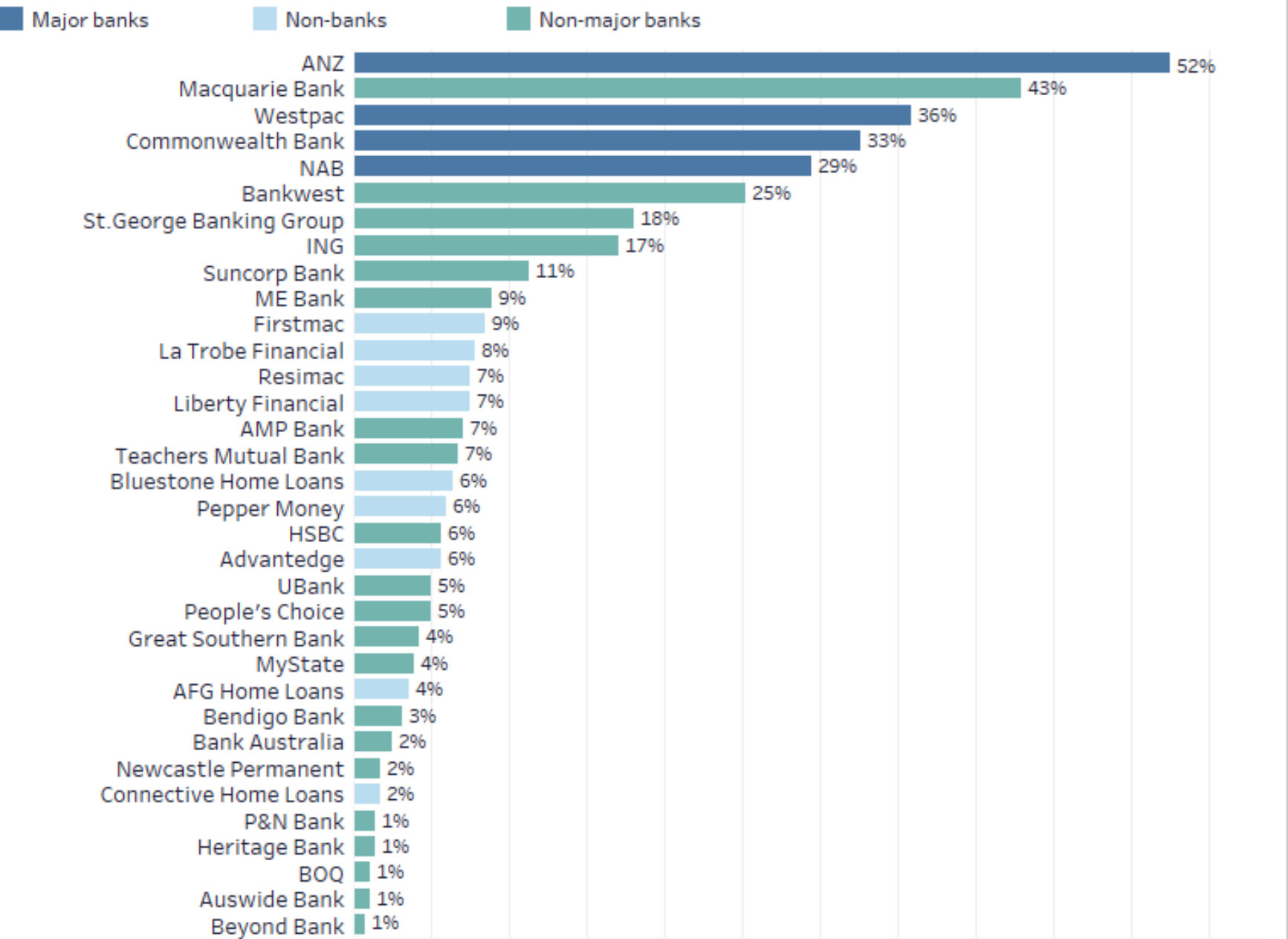
## What percentage of brokers are using each lender segment?

Figures below are showing the percentage of brokers who used atleast one lender in the segment for the given period.



## Which lenders were most commonly used in the most recent month?

The percentage of brokers who submitted applications to each lender in the most recent month.





Market positioning: 3-month analysis

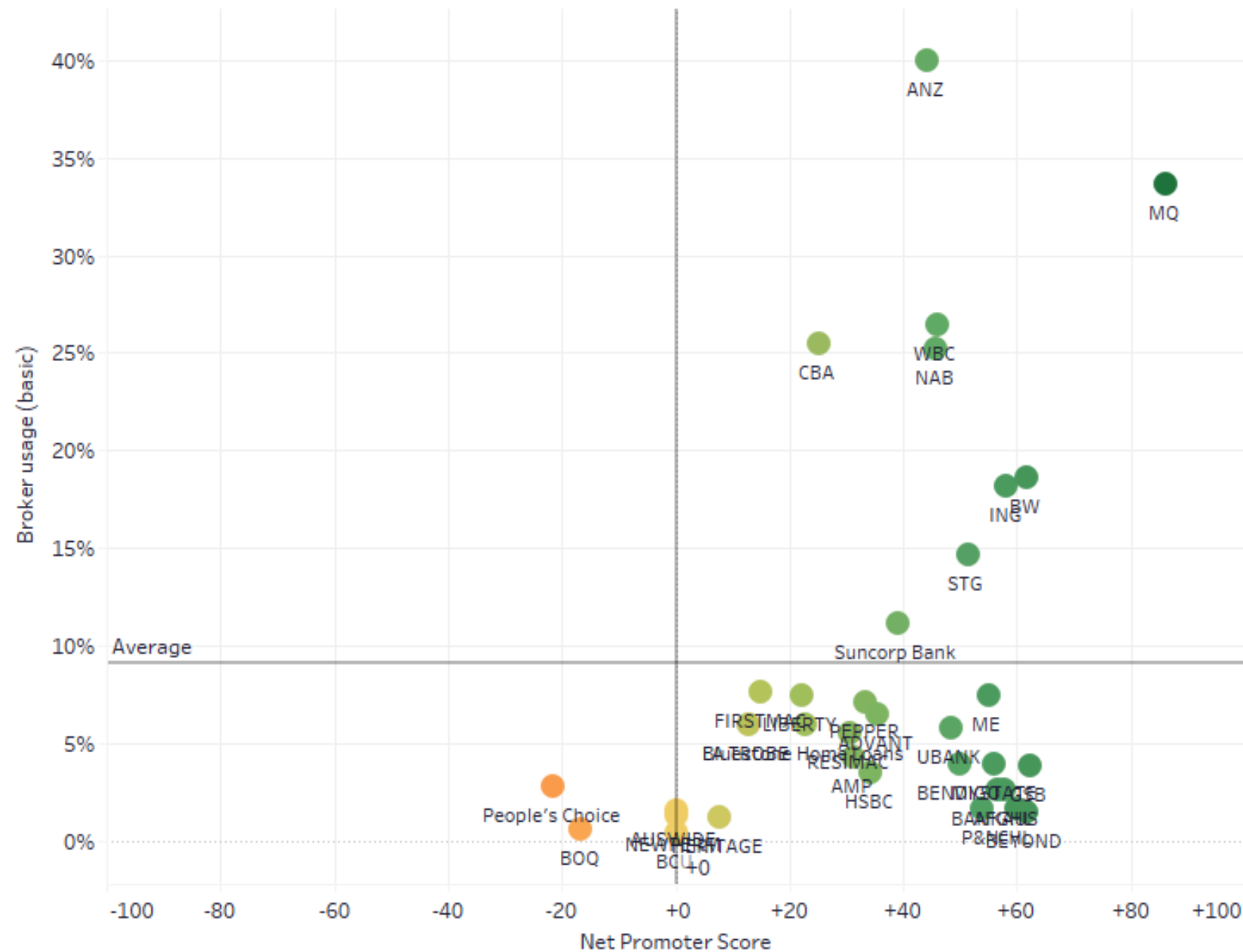
Positioning of each lender based on Net Promoter Score and Broker usage based on results over the last 3 months of Broker Pulse surveys.

Analysis:

Over the last 3 months to June 2025, Macquarie Bank has the highest Net Promoter Score at +86. NAB and Westpac have the highest Net Promoter Score among the major banks at +46, followed by ANZ (+44) and CBA (+25). BOQ and People’s Choice have scored negative results this month, corresponding with their respective broker experience scores.

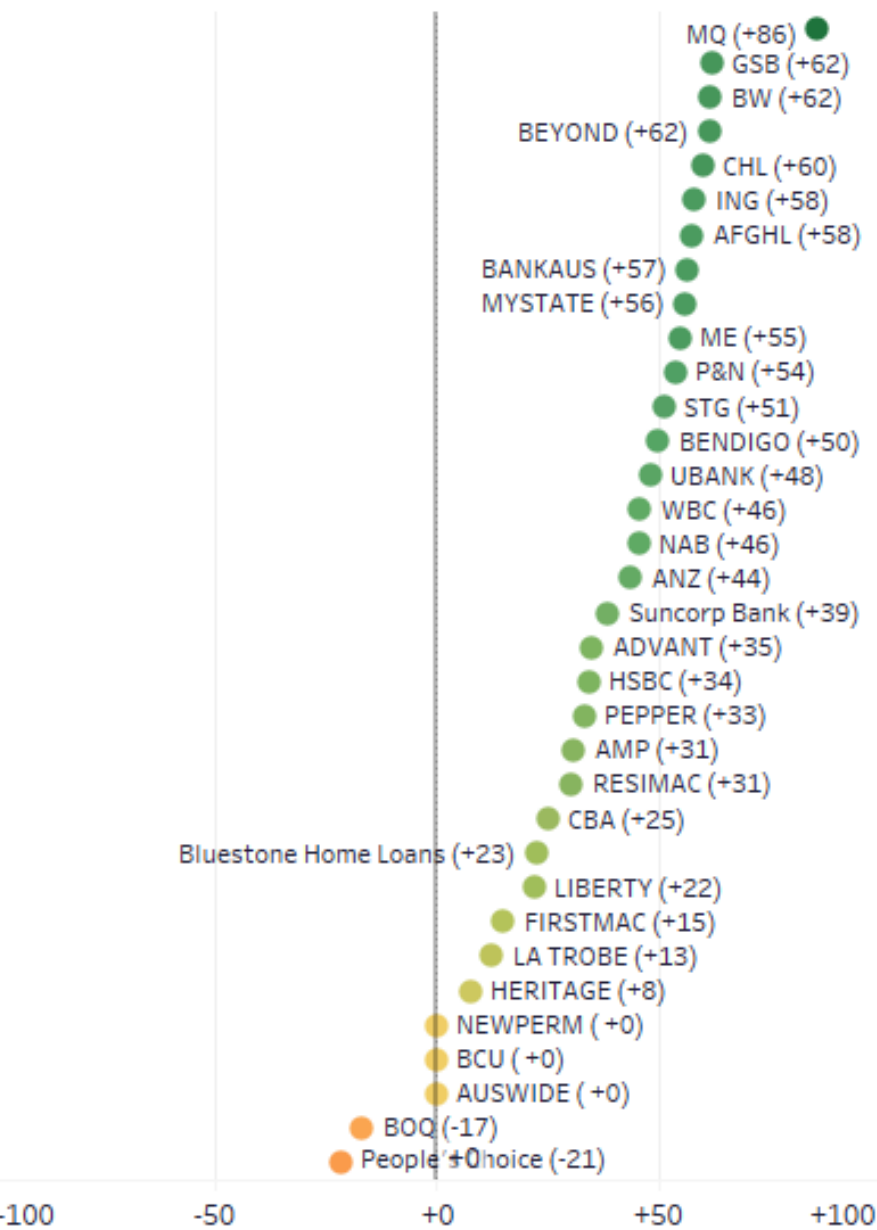
Market positioning: 3-month average

Positioning of each lender based on their size (percentage of broker usage) and Net Promoter Score for the months of April 2025, May 2025, June 2025.



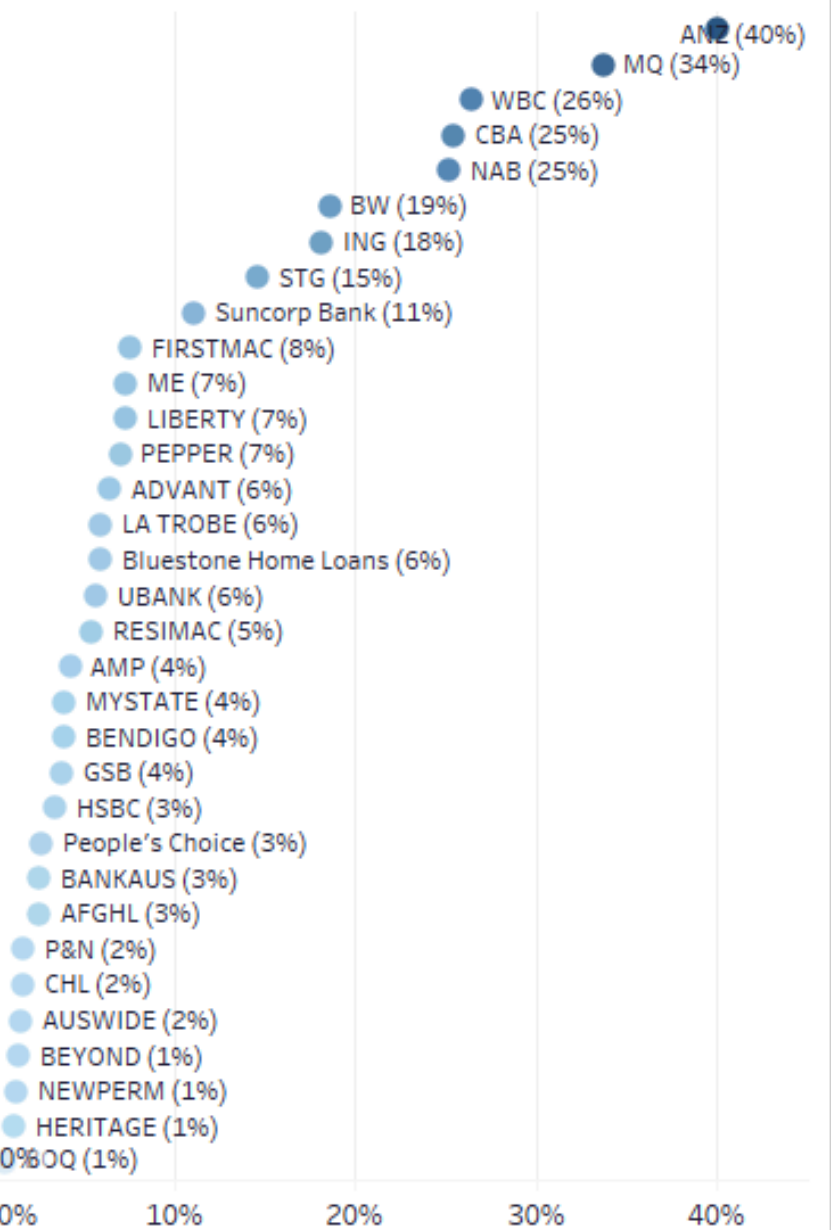
Net Promoter Score: 3-month average

Positioning of each lender based on their Net Promoter Score for the months of April 2025, May 2025, June 2025.



Broker usage: 3-month average

Positioning of each lender based on Broker usage for the month of April 2025, May 2025, June 2025.



## Business days to initial credit decision: Large ADIs

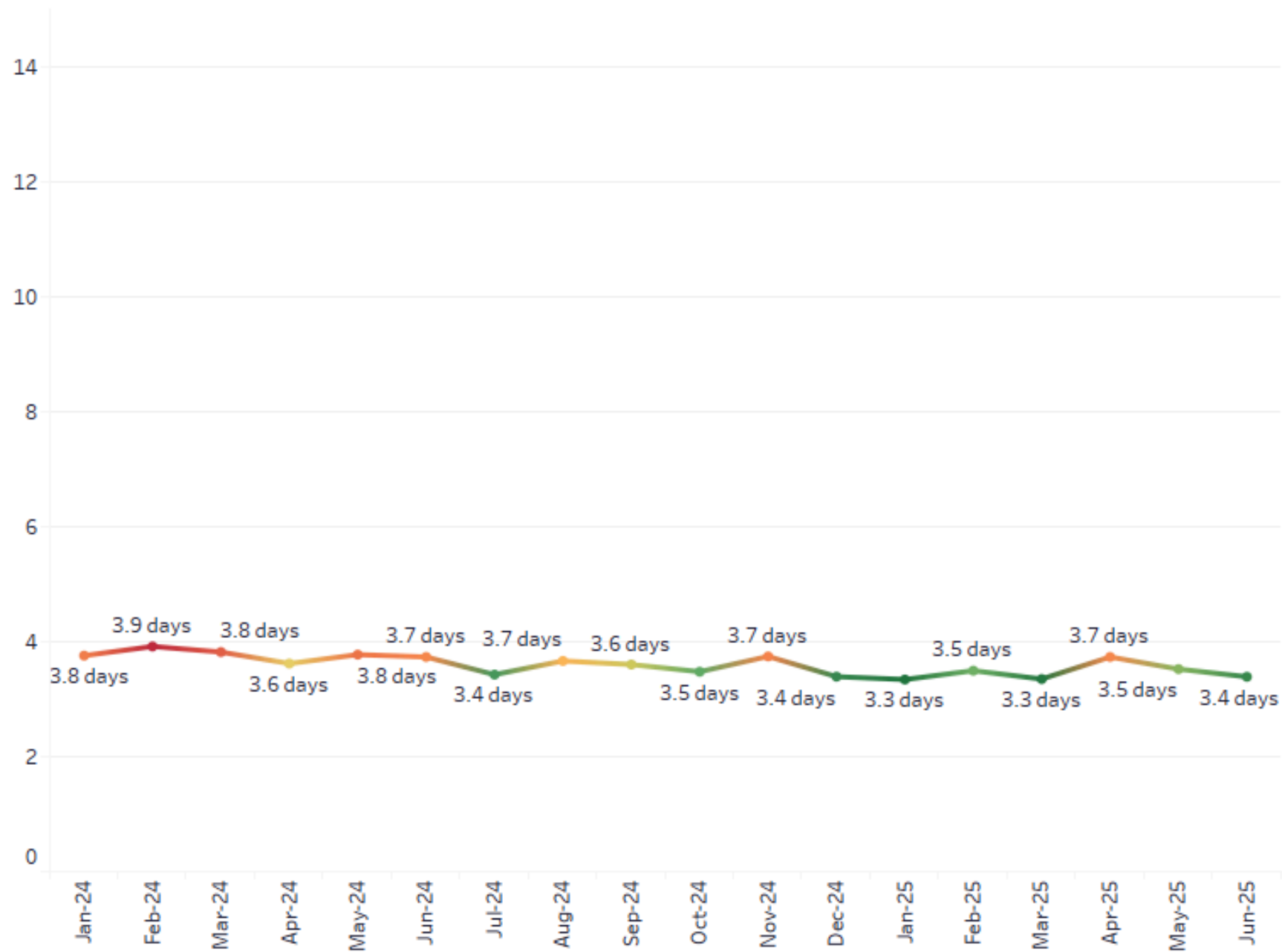
Reported average turnaround times to initial credit decision for ADIs with more than 20% of broker usage.

### Analysis:

Broker Pulse in June 2025 has highlighted that turnaround times for the large ADIs segment has slightly improved to 3.4 business days. Macquarie Bank have the fastest turnaround times at an average of 2 business day. Following closely behind is Bankwest, Commonwealth Bank, St.George Banking Group, and ME Bank with an average of 3 business days. Meanwhile, ANZ and Suncorp Bank is experiencing the longest turnaround times at 5 business days.

### Comparing average turnaround times over time: Large ADIs

Number of business days to initial credit decision over time for large ADIs.



### Reported average turnaround time to initial credit decision

Number of business days to initial credit decision in May 2025 to June 2025 for Most commonly used ADIs as reported by participating brokers.

Macquarie Bank	Current month	2 days																	
	Previous month	2 days																	
Bankwest	Current month	3 days																	
	Previous month	3 days																	
Commonwealth Bank	Current month	3 days																	
	Previous month	3 days																	
St.George Banking Group	Current month	3 days																	
	Previous month	3 days																	
ME Bank	Current month	3 days																	
	Previous month	3 days																	
Westpac	Current month	4 days																	
	Previous month	3 days																	
NAB	Current month	4 days																	
	Previous month	3 days																	
AMP Bank	Current month	4 days																	
	Previous month	3 days																	
ING	Current month	4 days																	
	Previous month	5 days																	
Bendigo Bank	Current month	4 days																	
	Previous month	3 days																	
ANZ	Current month	5 days																	
	Previous month	5 days																	
Suncorp Bank	Current month	5 days																	
	Previous month	6 days																	

## Business days to initial credit decision: Small ADIs

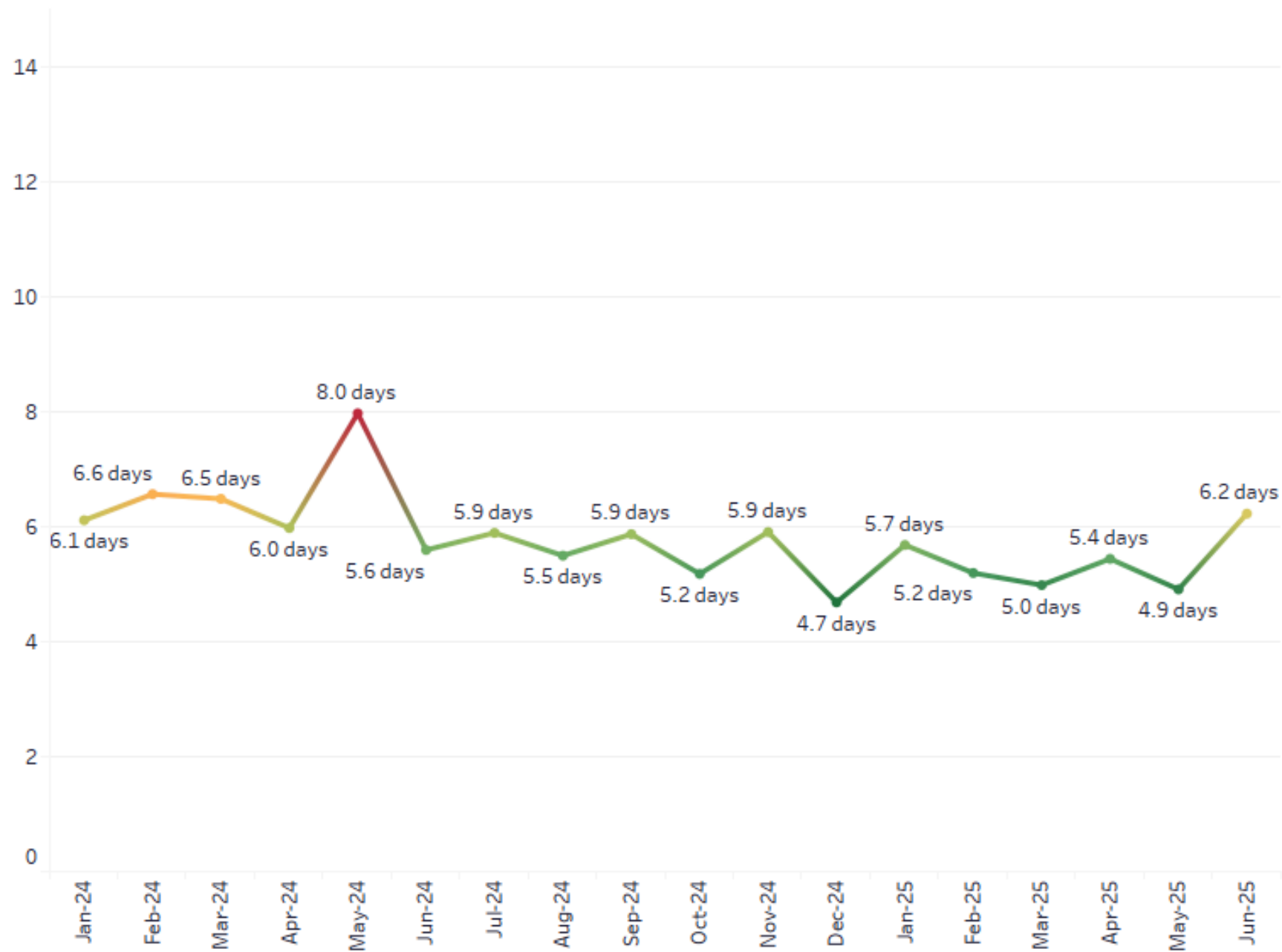
Reported average turnaround times to initial credit decision for ADIs with less than 20% of broker usage.

### Analysis:

This month's Broker Pulse survey has seen turnaround times across the smaller ADIs worsen to an average of 6.2 business days. Brokers reported UBank as the fastest with an average of 2 business days. Following closely behind is Beyond Bank and MyState at an average of 3 business days. Meanwhile, Heritage Bank is experiencing the longest turnaround times at 17 business days respectively.

### Comparing average turnaround times over time: Small ADIs

Number of business days to initial credit decision over time for small ADIs.



### Reported average turnaround time to initial credit decision

Number of business days to initial credit decision in May 2025 to June 2025 for Less commonly used ADIs as reported by participating brokers.

UBank	Current month	2 days					
	Previous month	2 days					
Beyond Bank	Current month	3 days					
	Previous month	4 days					
MyState	Current month	3 days					
	Previous month	4 days					
HSBC	Current month	4 days					
	Previous month	6 days					
P&N Bank	Current month	5 days					
	Previous month	3 days					
Great Southern Bank	Current month	5 days					
	Previous month	4 days					
Auswide Bank	Current month	5 days					
	Previous month	7 days					
Teachers Mutual Bank	Current month	8 days					
	Previous month	6 days					
Newcastle Permanent	Current month	11 days					
	Previous month	11 days					
People's Choice	Current month	11 days					
	Previous month	11 days					
Heritage Bank	Current month	17 days					
	Previous month	7 days					



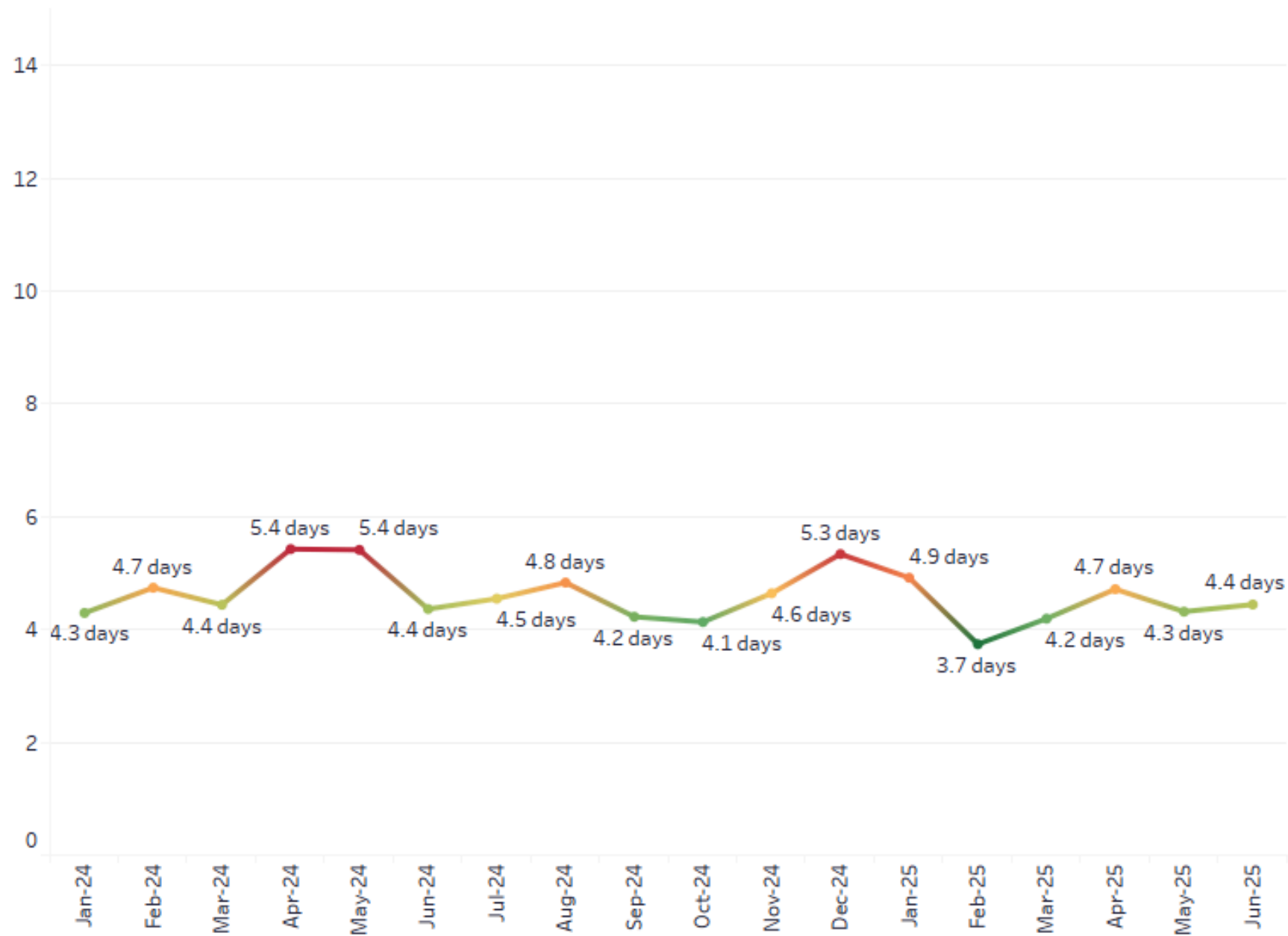
Business days to initial credit decision: Non-ADIs

Reported average turnaround times to initial credit decision for Non-ADIs and specialist lenders.

**Analysis:**  
This month's Broker Pulse survey results for the non-ADIs have recorded that turnaround times has slightly worsened to an average of 4.4 business days. Brokers reported Connective Home Loans, Pepper Money, Advantedge, and AFG Home Loans as the fastest with an average of 3 business days respectively. Following closely behind is Liberty Financial and Bluestone Home Loans at 4 business days respectively. Meanwhile, La Trobe Financial are trailing behind at 7 business days turnaround times.

Comparing average turnaround times over time: Non-ADIs

Number of business days to initial credit decision over time for non-ADIs and specialist lenders.



Reported average turnaround time to initial credit decision

Number of business days to initial credit decision in May 2025 to June 2025 for Most commonly used non-ADIs as reported by participating brokers.

Connective Home Loans	Current month	3 days																	
	Previous month	3 days																	
Pepper Money	Current month	3 days																	
	Previous month	4 days																	
Advantedge	Current month	3 days																	
	Previous month	2 days																	
AFG Home Loans	Current month	3 days																	
	Previous month	4 days																	
Liberty Financial	Current month	4 days																	
	Previous month	3 days																	
Bluestone Home Loans	Current month	4 days																	
	Previous month	5 days																	
Firstmac	Current month	5 days																	
	Previous month	4 days																	
Resimac	Current month	5 days																	
	Previous month	5 days																	
La Trobe Financial	Current month	7 days																	
	Previous month	8 days																	



Broker experiences: Large ADIs

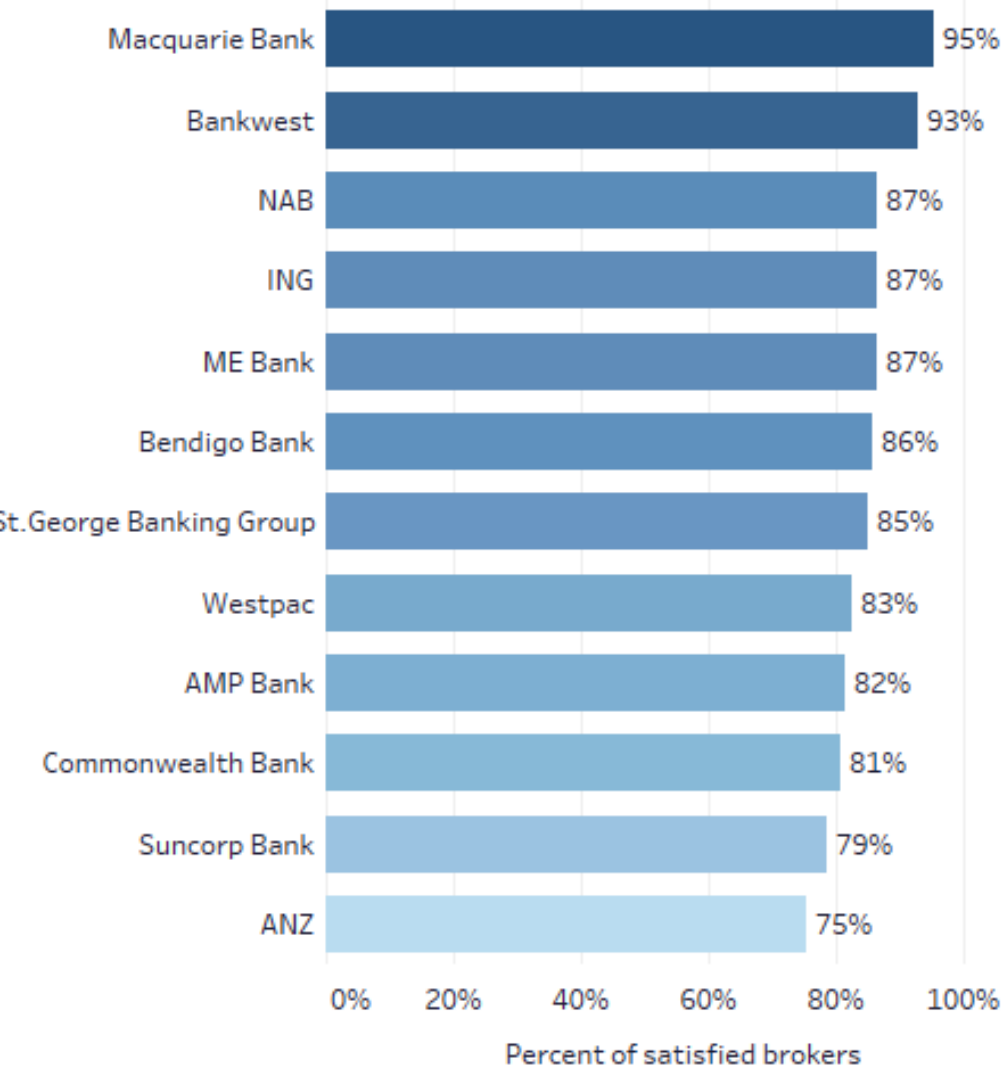
Broker experiences are measured across in broker satisfaction at each stage of the BDM, application, assessment and settlement phases. A lender’s broker experience rating is calculated as the average percentage across these measures. These metrics give brokers and lenders greater understanding of the lender’s wholistic service offering to the broker market and how it is tracking over time.

Analysis:

This month’s Broker Pulse survey results indicate that Macquarie Bank continues to provide the best broker experience, with a 3-month average broker experience rating of 95%. Bankwest follows behind closely at 93% broker experience rating respectively. Among Large ADI’s, ANZ, Bendigo Bank, Commonwealth Bank, ING, Macquarie Bank, ME Bank, NAB, Suncorp Bank, and Westpac have improved their broker experience ratings this month, while AMP Bank and St.George Banking Group have experienced decline in broker experience ratings this month.

Broker experience ratings (3 month averages)

An overall experience rating calculated as the average percentage of satisfied brokers at each stage of the BDM, application, assessment and settlement phases. Results shown are for April 2025, May 2025, June 2025.



Journey mapping

Showing the level of broker satisfaction at each stage of the BDM, application, assessment and settlement phases as reported by brokers over the last three months.

Lender	Broker experience rating			BDMs (positive %)			Application (positive %)			Assessment (positive %)			Settlement (positive %)		
AMP Bank	94%	84%	74%	89%	85%	60%	100%	92%	80%	100%	77%	80%	89%	82%	78%
ANZ	74%	68%	83%	83%	77%	90%	76%	72%	86%	62%	52%	72%	76%	73%	84%
Bankwest	92%	94%	94%	93%	98%	94%	95%	95%	96%	86%	90%	92%	92%	91%	93%
Bendigo Bank	80%	85%	94%	87%	87%	89%	93%	94%	100%	87%	81%	100%	55%	80%	89%
Commonwealth Bank	82%	80%	81%	72%	68%	72%	88%	88%	86%	82%	74%	77%	85%	88%	88%
ING	88%	85%	89%	85%	86%	93%	87%	89%	90%	82%	77%	83%	96%	86%	88%
Macquarie Bank	95%	94%	97%	94%	92%	96%	96%	97%	98%	94%	96%	98%	95%	94%	97%
ME Bank	82%	80%	96%	91%	86%	100%	88%	91%	96%	74%	64%	92%	77%	81%	96%
NAB	85%	86%	89%	83%	88%	87%	88%	86%	95%	84%	84%	84%	86%	86%	91%
St.George Banking Group	88%	85%	83%	84%	86%	90%	89%	89%	84%	89%	81%	78%	89%	83%	80%
Suncorp Bank	75%	78%	84%	68%	78%	84%	83%	80%	91%	77%	73%	84%	71%	81%	77%
Westpac	86%	80%	82%	86%	78%	80%	91%	90%	87%	82%	79%	76%	88%	72%	83%
	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25

Broker experiences: Small ADIs

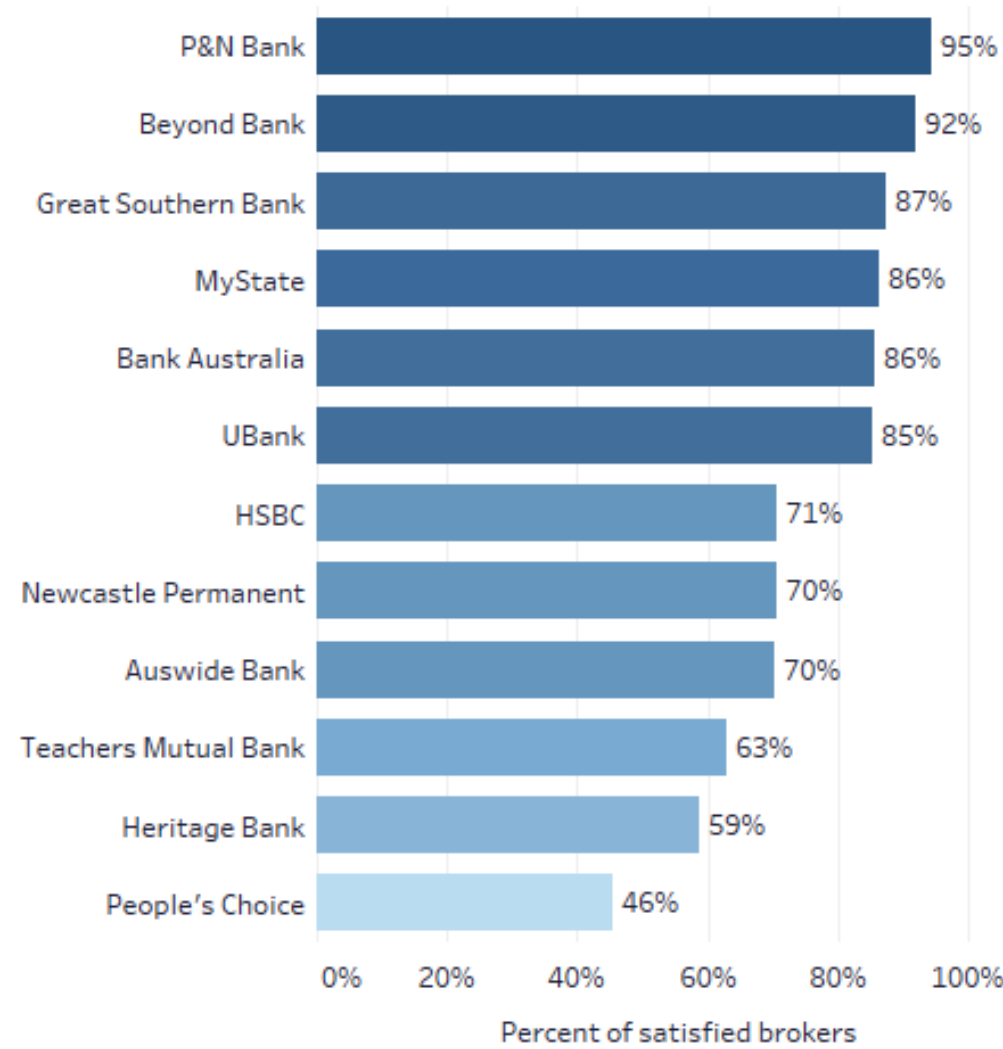
Broker experiences are measured across in broker satisfaction at each stage of the scenario, application, assessment and settlement phases. A lender’s broker experience rating is calculated as the average percentage across these measures. These metrics give brokers and lenders greater understanding of the lender’s wholistic service offering to the broker market and how it is tracking over time.

Analysis:

This month’s Broker Pulse survey results indicate that P&N Bank are providing the best broker experience, with a 3-month average broker experience rating of 95%. Following closely behind is Beyond Bank at 92%. Among Small ADI’s, UBank, Auswide Bank, Beyond Bank, HSBC, MyState, P&N Bank have improved their broker experience ratings this month. While Great Southern Bank, Newcastle Permanent, Bank Australia, Heritage Bank, People’s Choice, and Teachers Mutual Bank have experienced decline in their broker experience ratings.

Broker experience ratings (3 month averages)

An overall experience rating calculated as as the average percentage of satisfied brokers at each stage of the BDM, application, assessment and settlement phases. Results shown are for April 2025, May 2025, June 2025.



Journey mapping

Showing the level of broker satisfaction at each stage of the scenario, application, assessment and settlement phases as reported by brokers over the last three months.

Lender	Broker experience rating	BDMs (positive %)	Application (positive %)	Assessment (positive %)	Settlement (positive %)
Great Southern Bank	75% 98% 91%	69% 100% 100%	85% 100% 92%	77% 100% 92%	69% 90% 82%
Newcastle Permanent	88% 70% 65%	50% 80% 60%	100% 80% 20%	100% 60% 80%	100% 60% 100%
UBank	87% 81% 91%	94% 88% 85%	79% 81% 93%	89% 73% 100%	83% 83% 86%
Auswide Bank	84% 64% 67%	75% 57% 67%	60% 67% 67%	100% 56% 67%	100% 75% 67%
Bank Australia	96% 85% 77%	83% 90% 71%	100% 80% 86%	100% 80% 86%	100% 89% 67%
Beyond Bank	88% 93% 100%	100% 86% 100%	100% 100% 100%	75% 86% 100%	75% 100% 100%
Heritage Bank	69% 69% 38%	50% 25% 50%	100% 75% 50%	60% 75% 0%	67% 100% 50%
HSBC	79% 55% 76%	100% 56% 80%	71% 67% 88%	71% 33% 56%	71% 63% 80%
MyState	86% 84% 91%	82% 81% 90%	91% 82% 91%	82% 71% 82%	88% 100% 100%
P&N Bank	93% 92% 100%	100% 100% 100%	100% 67% 100%	86% 100% 100%	86% 100% 100%
People’s Choice	25% 58% 46%	50% 75% 64%	33% 50% 43%	17% 50% 31%	0% 57% 46%
Teachers Mutual Bank	60% 75% 53%	50% 69% 47%	69% 75% 58%	62% 63% 47%	60% 93% 60%
	Apr-25 May-25 Jun-25	Apr-25 May-25 Jun-25	Apr-25 May-25 Jun-25	Apr-25 May-25 Jun-25	Apr-25 May-25 Jun-25



Broker experiences: Non-ADIs

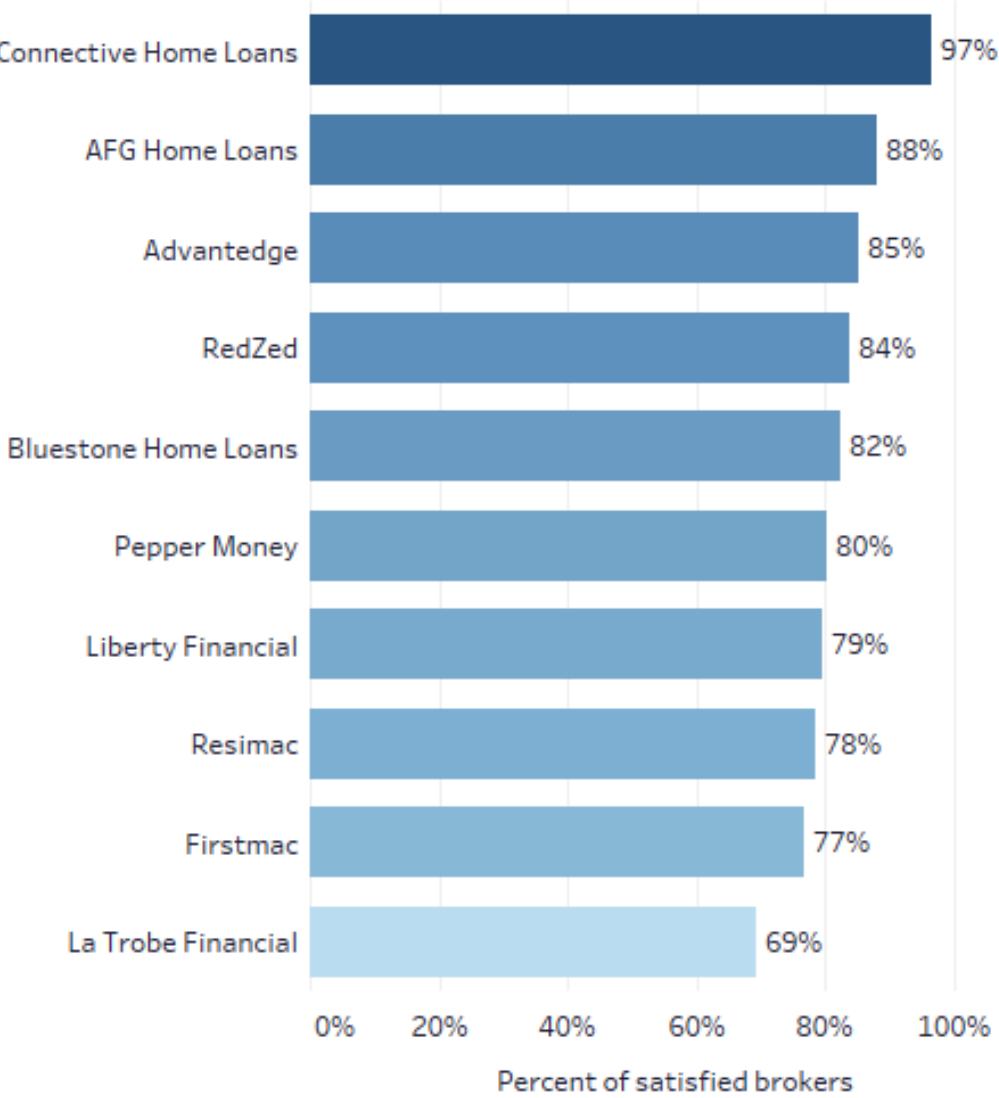
Broker experiences are measured across in broker satisfaction at each stage of the scenario, application, assessment and settlement phases. A lender’s broker experience rating is calculated as the average percentage across these measures. These metrics give brokers and lenders greater understanding of the lender’s wholistic service offering to the broker market and how it is tracking over time.

Analysis:

This month’s Broker Pulse survey results indicate that Connective Home Loans provides the best broker experience, with a 3-month average broker experience rating of 97%. Following closely behind is AFG Home Loans at 88% . Among Non-ADIs, Advantedge, AFG Home Loans, La Trobe Financial, Liberty Financial, Pepper Money, RedZed, and Resimac have improved their broker experience ratings this month, while Bluestone Home Loans, Connective Home Loans and Firstmac have experienced decl..

Broker experience ratings (3 month averages)

An overall experience rating calculated as as the average percentage of satisfied brokers at each stage of the BDM, application, assessment and settlement phases. Results shown are for April 2025, May 2025, June 2025.



Journey mapping

Showing the level of broker satisfaction at each stage of the scenario, application, assessment and settlement phases as reported by brokers over the last three months.

Lender	Broker experience rating			BDMs (positive %)			Application (positive %)			Assessment (positive %)			Settlement (positive %)		
Advantedge	85%	85%	86%	81%	82%	93%	86%	86%	88%	86%	86%	63%	85%	86%	100%
AFG Home Loans	93%	75%	89%	90%	80%	100%	100%	40%	100%	100%	100%	90%	82%	80%	67%
Bluestone Home Loans	83%	85%	79%	88%	95%	67%	82%	77%	94%	82%	77%	83%	79%	89%	72%
Connective Home Loans	100%	100%	90%	100%	100%	100%	100%	100%	80%	100%	100%	100%	100%	100%	80%
Firstmac	76%	78%	76%	77%	71%	88%	77%	77%	70%	67%	73%	63%	83%	90%	83%
La Trobe Financial	73%	56%	79%	77%	63%	86%	54%	40%	64%	85%	55%	71%	75%	65%	95%
Liberty Financial	70%	80%	87%	78%	93%	90%	61%	79%	81%	72%	67%	86%	71%	82%	89%
Pepper Money	83%	77%	81%	86%	76%	88%	86%	81%	71%	82%	72%	81%	79%	80%	85%
RedZed	69%	91%	94%	67%	88%	75%	57%	75%	100%	71%	100%	100%	80%	100%	100%
Resimac	79%	72%	83%	85%	73%	90%	69%	73%	76%	77%	60%	76%	83%	80%	90%
	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25	Apr-25	May-25	Jun-25

## Experiences with BDMs

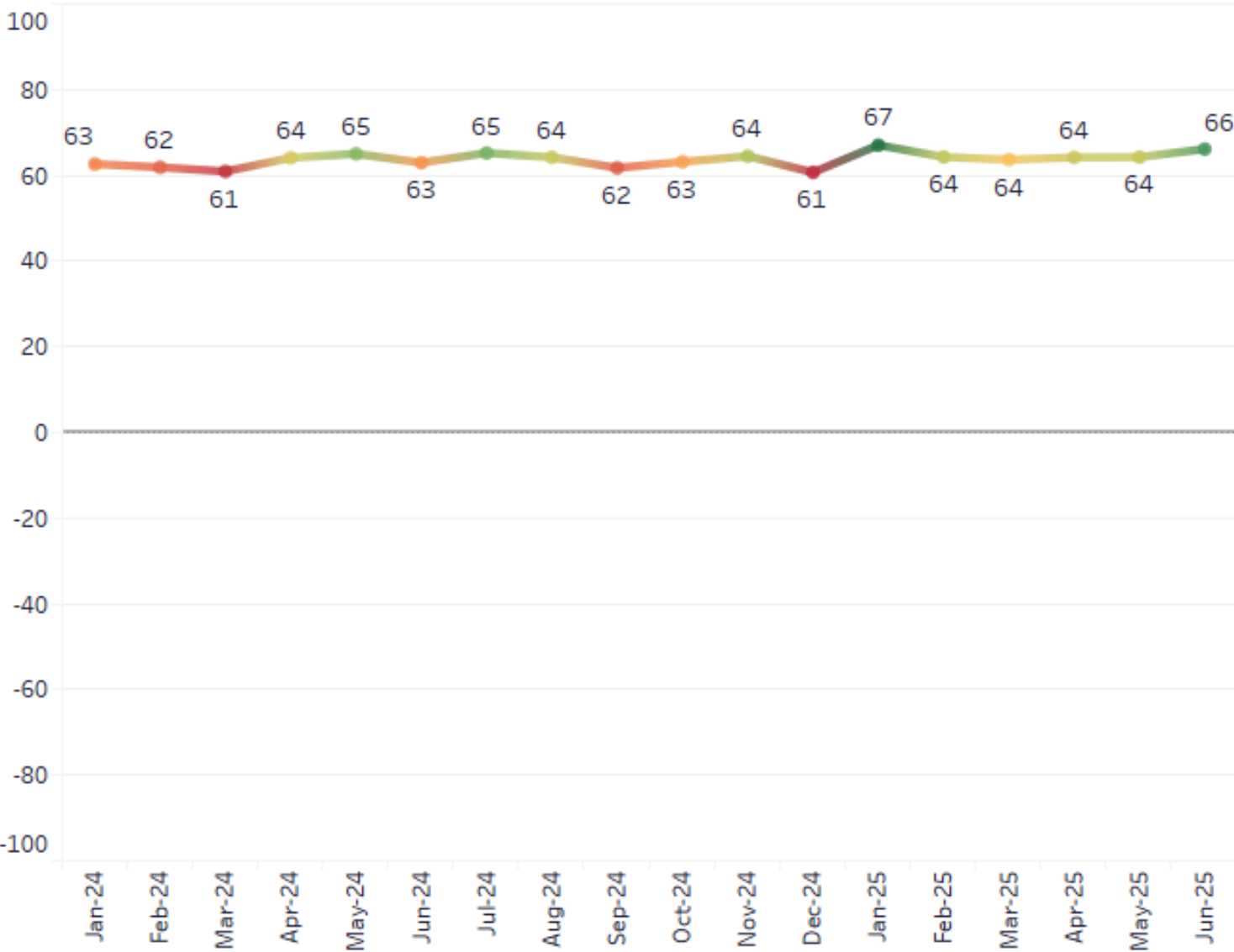
Brokers rely on lender BDMs to help test scenarios, understand products and to produce the best client outcomes possible. Participating brokers are asked to rate their experience with each lender's BDMs. Contrast and compare the lenders which are making it easiest for brokers to do business.

### Analysis:

In this month's Broker Pulse, our BDM index has improved to a score of +66. ME Bank scored highest among most commonly used ADIs with 100% of brokers satisfied with their BDMs respectively. Following closely behind is Macquarie Bank with 96% satisfaction. AMP Bank received the lowest satisfaction rating among the most commonly used ADIs with 60% of brokers having a positive experience. Many of the smaller lenders and non-ADIs scored more than 80% BDM scores this month, highlighting the strength of their relationships with brokers.

### Experiences with BDMs over time

Broker rate their experiences with lender BDMs considering the BDM's level of expertise, responsiveness and communication.

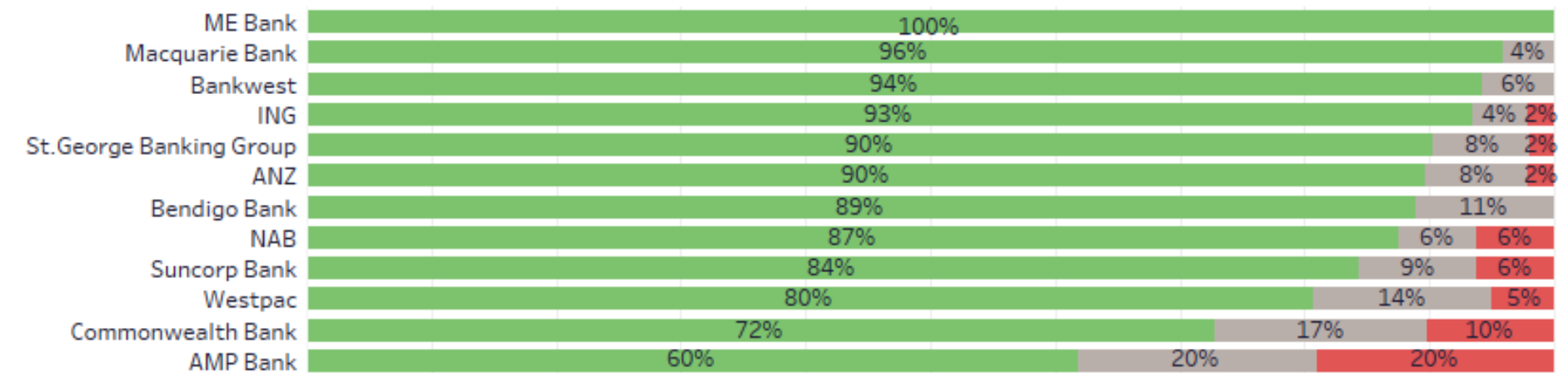


### Experiences with BDMs by segment

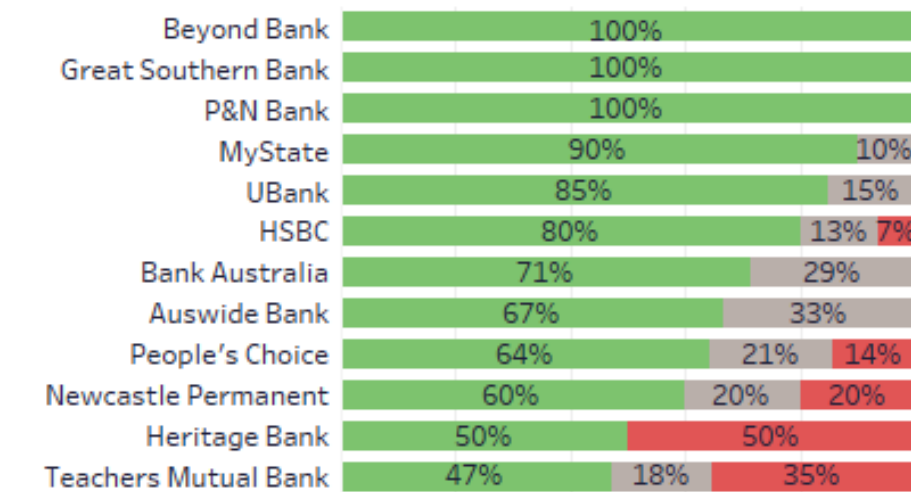
Broker rate their experiences with lender BDMs considering the BDM's level of expertise, responsiveness and communication.

Positive Neutral Negative

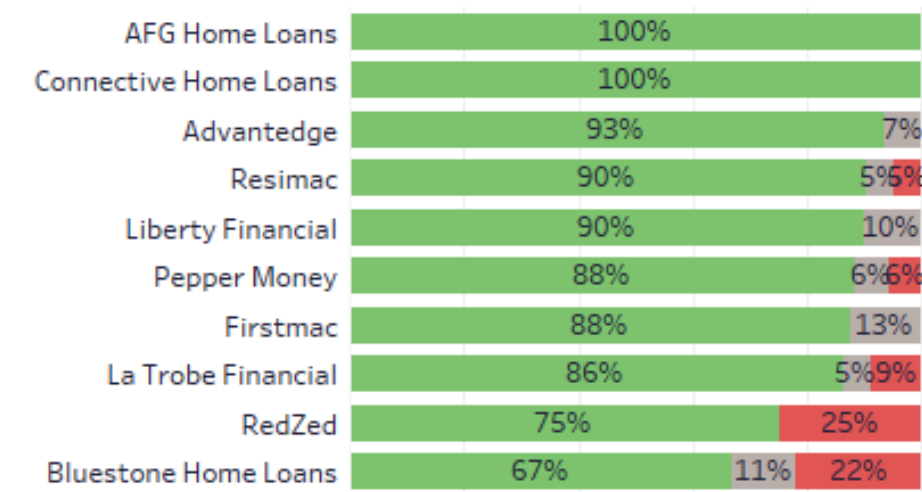
#### Most commonly used ADIs (June 2025)



#### Less commonly used ADIs (June 2025)



#### Most commonly used non-ADIs (June 2025)





## Experiences with credit assessors

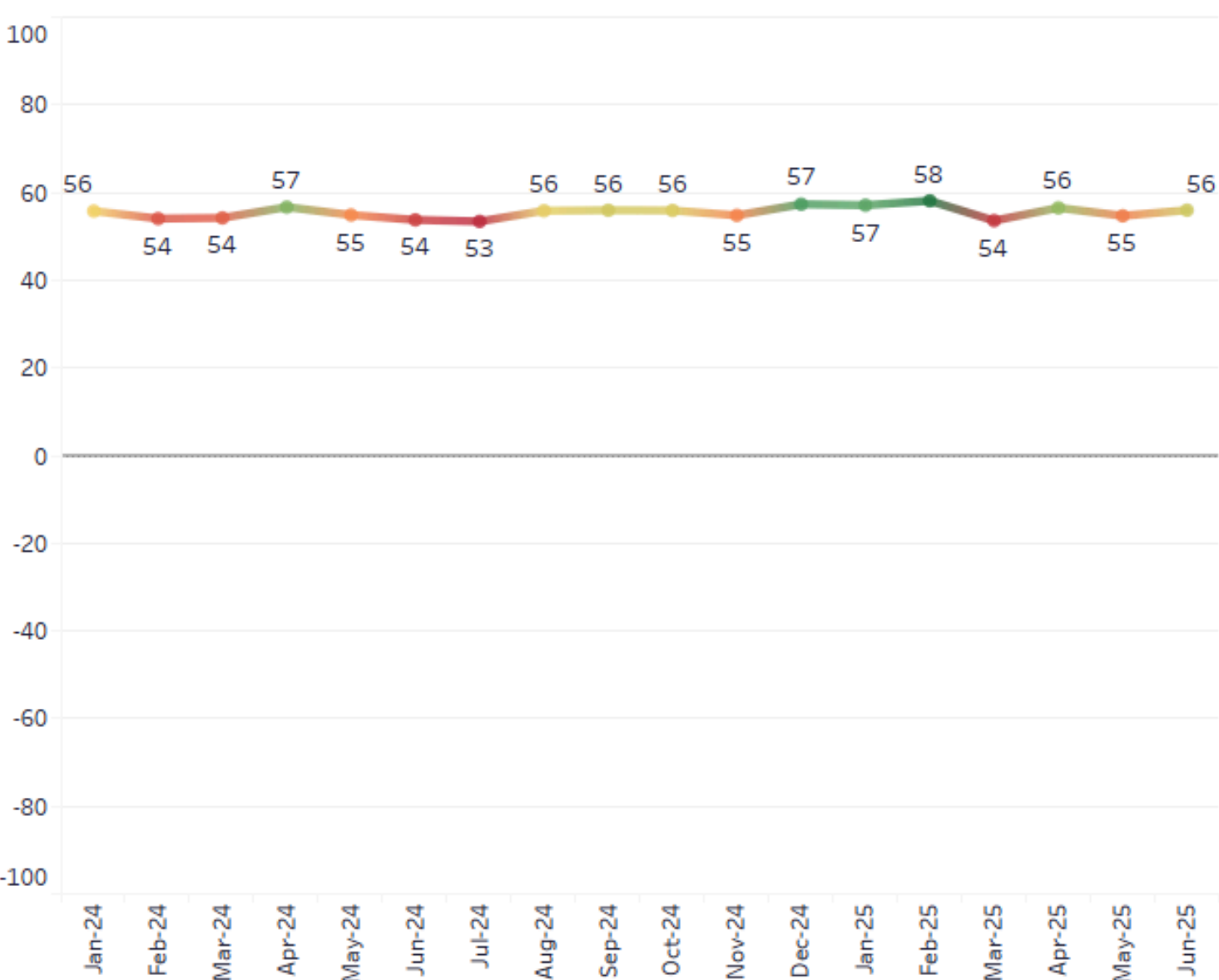
Brokers rely on credit assessors to apply the lender’s credit and product policies consistently and with fast turnaround times to deliver the best client outcomes possible. Participating brokers are asked to rate the consistency, responsiveness and communication of each lender’s credit assessment staff.

### Analysis:

This month has seen credit assessors’ performance slightly improved to an index score of +56. Bendigo Bank took the top spot with the highest credit assessment satisfaction this month at 100%. Following closely behind was Macquarie Bank at 98% satisfaction. ANZ received the lowest satisfaction rating of credit assessors among the most commonly used ADIs with 72% of brokers having a positive experience.

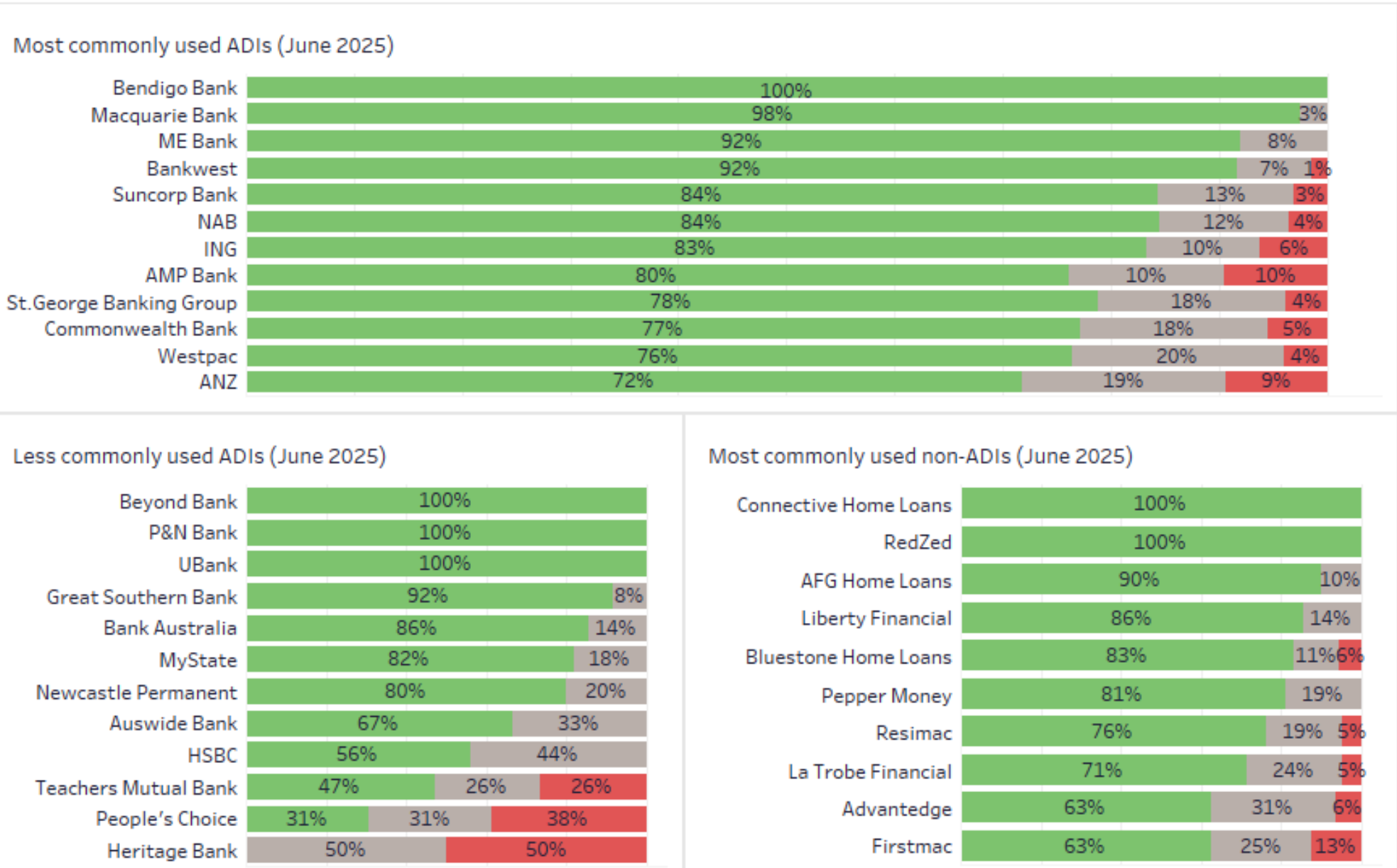
### Experiences with credit assessors over time

Brokers rate their experiences with lender credit assessment staff considering their level of decision consistency, responsiveness and communication.



### Experiences with credit assessors by segment

Brokers rate their experiences with lender credit assessment staff considering their level of decision consistency, responsiveness and communication.





# Thank you for contributing to this month's Broker Pulse survey.

## About Broker Pulse

Broker Pulse is a community-driven knowledge base of lender performance derived from a monthly survey of mortgage and finance brokers across Australia.

Broker Pulse increases transparency across the industry by delivering insights to participating brokers and lenders to help them make more informed decisions and improve customer outcomes.

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