



Skip's Borrower CX Journey

Ongoing support for your clients



Borrower Onboarding Flow

Day 0

(Day of Settlement)



Congratulations Email

Sent once both loans are confirmed settled.

Purpose

Reassurance with immediate confirmation that settlement is complete.

Day 1 – 2

(Post Settlement)



Onboarding Email

Sent once loan accounts and portal access are ready.

Purpose

Practical onboarding: account access, DD repayments, FAQs, next steps.



BDM Broker Call

Skip BDM calls broker to congratulate on settlement.

Purpose

Continue building the relationship between Skip BDM and broker and surface feedback while fresh.

Day 4

(Post Settlement)



Welcome Call

Skip Ops Team introduces themselves to the borrower.

Purpose

Confirm portal/app access, repayment dates and loan details are correct. Address any questions the borrower may have.

Ongoing support is provided for all borrowers for servicing and discharges with phone and email support options available

Borrower Onboarding Communications

Day 0 (Day of Settlement)

Hi Ada,

Congratulations - your Skip home loan has officially settled! This is a huge milestone, and we're excited to be part of your home ownership journey.

What happens next?

Over the next 1-2 business days, we'll finish setting up your online access and loan accounts. Once that's ready, we'll send you a follow-up email with everything you need to manage your loan from here:

- Your borrower portal login details
- How to access your loan via desktop + mobile app
- Your repayment details
- FAQs

For now - there's nothing you need to do. If you have any urgent questions, feel free to send us an email or give us a call on 1300 33 22 72.

Congratulations again,

Team Skip

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Contact support@skiploans.com.au to unsubscribe if this email was not intended for you.

Day 1 – 2 (Post Settlement)

Hi Ada,

Welcome to Skip! Your online access and loan accounts are ready to use, so we wanted to send everything you need to manage your Skip home loan from here on out. Save this email - it's the one to come back to.

Logging in

You can now view and manage your loan details anytime through the Skip Borrower Portal and/or App. To login for the first time:

1. Navigate to the [Borrower Portal](#) on desktop, or download our [iOS App](#) or [Android App](#) on your mobile.



2. Use the same email address you used for your loan application to set up your profile. You'll then be asked to verify your identity.

Stay secure - we'll never email or call you asking for your codes.

The Skip Borrower App is the best place to:

- View full details relating to your loans such as balances, upcoming repayments, repayment history, product information, statements and direct debit details

- Make one-off or extra repayments into your loan accounts
- Request changes to your direct debit account, amount or frequency
- Raise a redraw request
- Find further FAQs and support

Your loan details

A summary of your loan details can be found below. Please note that we'll direct debit your repayments from the account you nominated at settlement - no action needed.

Loan Summary

Account name	Ada Lovelace + Charles Babbage
Product	Owner Occupied Variable Home Loan
Interest Rate	6.14% p.a.
Interest Type	Variable
Repayment Type	Principal & Interest
Loan Term	30 years
Direct Debit Account	Ending 1234

Primary Loan Repayments

First Repayment Date	1 June 2026
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Repayment Frequency	Monthly
Repayment Amount	\$2,500

Secondary Loan Repayments

First Repayment Date	1 June 2026
Repayment Frequency	Monthly
Repayment Amount	\$500

Further questions?

A member of our customer service team will be in touch in the next few days to introduce themselves and to answer any further questions you might have. Alternatively, feel free to send us an email or give us a call on 1300 33 2272.

Welcome to Skip - we're excited to have you with us!

Cheers,

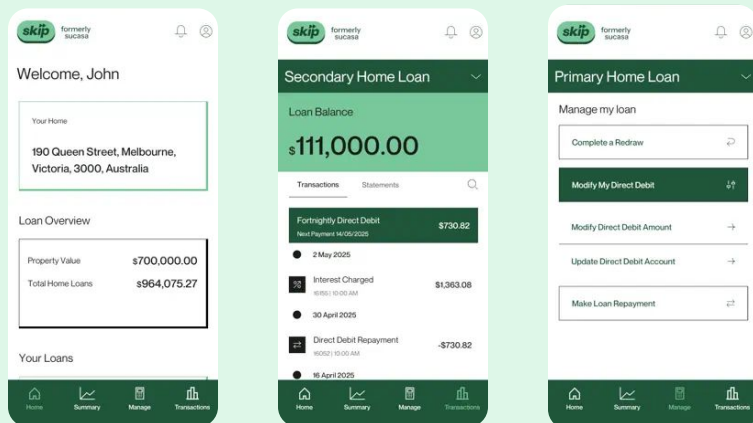
Team Skip

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Best In Class Tech & Ongoing Borrower Support

Skip Borrower App (Web/iOS/Android)

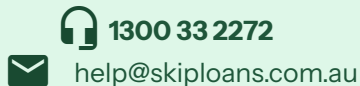


Self Service Features

- Check loan balances, upcoming repayments, transactions, statements and additional loan details
- Make one-off or extra repayments into your loan accounts
- Manage direct debit account, amount or frequency
- Raise a redraw request
- Find further FAQs and support

Priority Ongoing Support

Skip's servicing team provides priority support for existing borrowers across both phone and email.



Awards & Recognition

2024 Awards



RateCity Gold Award: Best New Lender Home Loan

WeMoney: Lending Innovation of the Year

2025 Awards



WeMoney: Best for First Home Buyers

WeMoney: Best Low Deposit Home Loans

2026 Awards & Nominations



WeMoney Winner: Best for First Home Buyers, Most Innovative Lender, Best Low Deposit Loans.

WeMoney Finalist: Outstanding Customer Service.

MFAA State Finalist: Fintech Lender

As seen in



FINANCIAL REVIEW



AustralianBroker

Skip's unmatched customer service

4.8/5

Average Client Rating



95%

Of reviews are 5 star



 Trustpilot

What Skip's customers are saying

Excellent experience with Skip!

"As first-time buyers, we had a great experience with Skip. They made everything easy and helped us navigate the process with zero stress."

Verified Client Review

A breath of fresh air in lending

"Fast-track to ownership was exactly as described. The team was responsive, transparent, and actually seemed to care about our goals."

Verified Client Review

Broker Testimonials

"Skip's value proposition is an invaluable addition to our service offering. Skip's 98% LVR loan is a great solution for customers seeking to meet their objectives today, rather than needing to save further funds. They're able to do this while offering market leading rates and fees in the low deposit space"

Max Harris, Associate Director, Azura Financial

"If you're sitting on the fence, give Skip a go!"

I workshopped a low-deposit deal with several lenders, each with varying levels of success. Skip ultimately provided the best solution from a borrowing capacity, rates and fees standpoint. The clients have complimented Skip on the customer service post-settlement, too!"

Ben Leyshon, Director, Better Borrowing

[See all our verified Trustpilot Reviews here](#)