alcove

What to Expect — Your Discovery Call

Contents

Getting to Know Alcove

Who We Are

Welcome to Alcove, we look forward to having a chat. Before we do, here's a little bit about us.

Most mortgage brokers are transactional — "What's your income? What's your deposit? Here's a rate." We built Alcove to work differently.

We take a holistic view of your property journey: long-term life goals, family setup, desired property outcomes — not just the immediate short-term transaction. It's what we mean by 'bigger picture broking'.

We do that because loan structure is often more powerful than the rate itself, and we have invested in senior talent with experience to have a more holistic understanding around wealth beyond property.

That's why this call comes first. Thirty minutes, no documents, no pitch — a conversation about where you're heading, so the strategy that follows is built around you.

Your subsequent personalised mortgage strategy will be written by the Strategy Team — consisting of ex-financial planners, former private bankers, CPAs and MBAs — who work alongside our experienced mortgage brokers.

As a result, we now have 30 people, have settled $3 billion of loans, and have over 450 5-star Google reviews. We also produce numerous weekly podcasts, reels and blogs to help clarify and educate our clients on where to go next. And we feel like we're only just beginning.

Thanks,

Chris Bates

CEO, Alcove

PODCASTS

The Elephant in the Room

Australian Property Podcast

First Home Unlocked

Street Secrets

Our Team Approach

When you work with us, you get a team — not just one person.

Alicia Van Der Pluym
HEAD OF CLIENT RELATIONS
0482 080 353

Jack Elliott
NATIONAL FIRST HOME BUYER SPECIALIST
0483 926 934

Sandy Barber
RELATIONSHIP MANAGER
0483 963 644

Client Experience Team

Your first call is with Alicia, Jack or Sandy. They get to know you and what you're trying to achieve, then help you through document collection and brief the Strategy Team. They act as a concierge throughout the whole process.

Our Team Approach

Strategy Team

Once we've verified your headline numbers, our Strategy Team — ex-Financial Planners and Accountants — assess the entire lending market and build your personalised strategy. They know every lender's policy inside out and will tell you what we'd recommend and why.

Processing Team

If you proceed to application, our processing team handles the paperwork, liaises with the lender for you, and makes sure your loan settles smoothly. We do the heavy lifting most brokers skip.

Post-Settlement Care

Once you're settled, we proactively review your rate with the lender every nine months to try and bring it down, and stay available for the day-to-day questions that come up as life changes.

What We'll Cover on Our Call

The Discovery Call

This is the first call we have: about thirty minutes with one of our Client Experience team — Alicia, Jack or Sandy. The goal is to understand the shape of what you're trying to do, and whether we're the right fit.

Your Goals

We'll start with what matters most: what are you actually trying to achieve? Upgrading, first home buyer, renovating, buying an investment, refinancing — or something else entirely. We'll also map your three-to-five year vision, not just the immediate need. That's how we build a strategy rather than process a transaction.

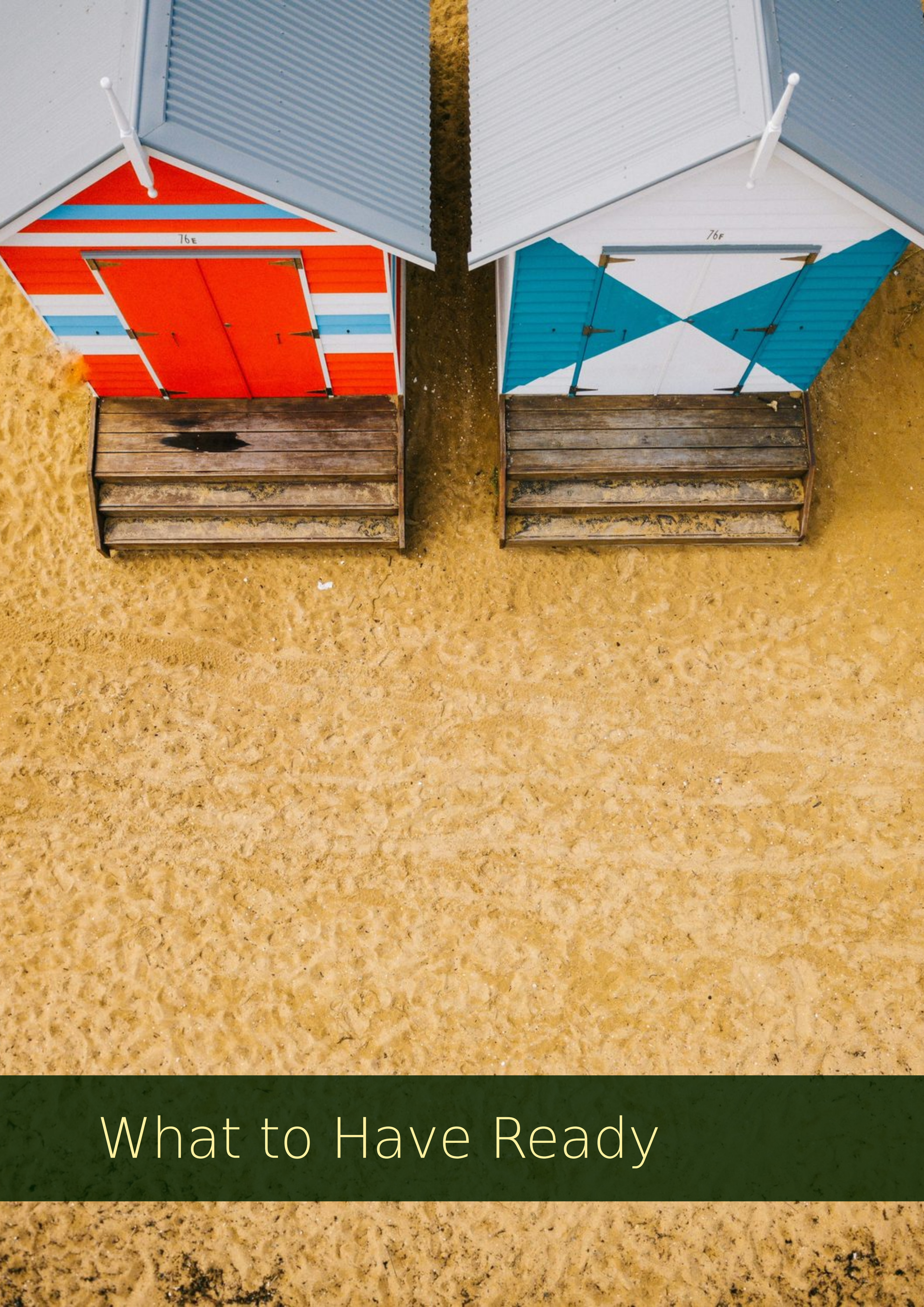
Your Current Situation

Then we'll get a rough picture of where you're starting from. No documents needed for this call — just a sense of:

- **Property & lending** — what you own, what you owe, roughly. Lender, rate, structure (if you know it).
- **Financial position** — household income, occupation, employer, other debts. Ballpark is fine.
- **Advice context** — any other advisers in the picture (financial planner, accountant) and what you've tried before with broking.

Next Steps

If it makes sense for both of us, we'll talk about what happens after the call — timeline, what we need from you, how the whole thing works. This is genuinely a discovery process, not a sales call. If we're not the right fit we'll tell you. If you're not ready yet, that's fine too — we'd rather have that conversation upfront than waste anyone's time.



What to Have Ready

What to Have Ready

You don't need exact numbers or documents for the first call. We're just trying to understand the shape of things. But it helps to have rough figures for:

Financial Snapshot

- Household income (ballpark, before tax, annual).
- Current property value and loan balance.
- Other debts — car loans, credit cards, investment loans.

Your Vision

Your three-to-five year property goals, not just the immediate need. Where do you want to be? What does success look like? What matters beyond just getting a loan?

Special Circumstances

Just flag these if they apply, so we can dig in:

- Self-employed or running your own business.
- Complex structures — trusts, companies, multiple entities.
- Investment properties (existing or planned).
- Significant recent changes to income or employment.

A Note on Fit

We can't help everyone — and that's a feature, not a bug.

The strategy work we do has real value. We run credit checks, organise valuations, apply a bank-grade assessment, and build multiple scenarios from the entire lending market. If we charged for it properly it would be a few thousand dollars.

We give it away because we bet that good clients — people who genuinely value strategic advice — will proceed with us. But we can't afford to build full strategies for people who are just curious or rate-shopping with no real intent.

So before we invest the time, a few honest questions:

— Are you genuinely ready to proceed if the numbers work?
— Do you have the capacity (deposit, income) to realistically move forward?
— Are you open to advice, or just looking for rate validation?

If you're still in early exploration mode, that's completely fine — just let us know on the call and we'll give you high-level guidance rather than the full strategy. And if you're ready to do this properly, we'll give you the full treatment.

Your Journey With Us

What Happens After Your Call

Assuming we both think there's a fit, here's how the rest unfolds.

	Step 1 Document Collection YOU	We'll send you a secure upload link. About twenty minutes if you have everything handy — payslips, bank statements, ID.
	Step 2 Assessment & Preparation US	Our team reviews everything, runs credit checks, organises valuations, and applies a bank-grade assessment — making sure the deal stacks up before any lender sees it.
	Step 3 Strategy Development US	Our strategy team spends a few business days building two to three lending options: different lenders, different structures, pros and cons, and what we'd recommend and why. We will advise more precise timings.
	Step 4 Strategy Presentation YOU + US	Another call — your lending adviser walks you through everything. You can ask questions, and if it makes sense, we move forward. If not, you keep the strategy as a roadmap either way.
	Step 5 Application & Settlement US	Timings from application to settlement depend on purchase date and complexity. Nevertheless, we coordinate with the lender, update you regularly, and make sure nothing falls through the cracks.

One or two short calls. The rest is us doing the work in the background and keeping you in the loop. Most clients are surprised by how light the lift on their end actually is.

How We Get Paid

Let's Be Transparent

Here's exactly how the money works — no fine print, no surprises.

No Cost to You

We don't charge a fee for any of this. Not for the discovery call, not for the strategy work, not for the application. Nothing out of pocket — ever.

Commission from Lenders

We're paid by the lender once your loan settles.

- **Upfront commission** — approximately 0.65% of the loan amount at settlement.
- **Ongoing (trail) commission** — approximately 0.15% per year for as long as you keep the loan.

Example: On a $1 million loan, that's around $6,500 at settlement, and roughly $1,500 a year after that.

Doesn't That Create a Conflict?

Fair question. Here's how we think about it. All lenders pay broadly the same commission (0.6–0.65%), so we're not biased toward any one lender. We're building long-term relationships, not chasing a single deal — if we recommend something that doesn't work for you, you'll refinance away and we lose the trail. Bad for business. And most of our clients come through referrals from financial planners and accountants who've trusted us for years. We can't afford to burn that.

What the Trail Buys You

That ongoing commission is essentially a retainer for being your mortgage adviser, long after settlement.

- Annual reviews of your lending to make sure you're still competitive.
- Proactive repricing with the lender every nine months — keeping them honest on your rate.
- A heads-up if we see opportunities to restructure as your situation changes.
- Access to us when you need help — extra repayments, offset strategies, the questions that pop up.
- First call when you're ready for the next move — upgrade, investment, refinance.

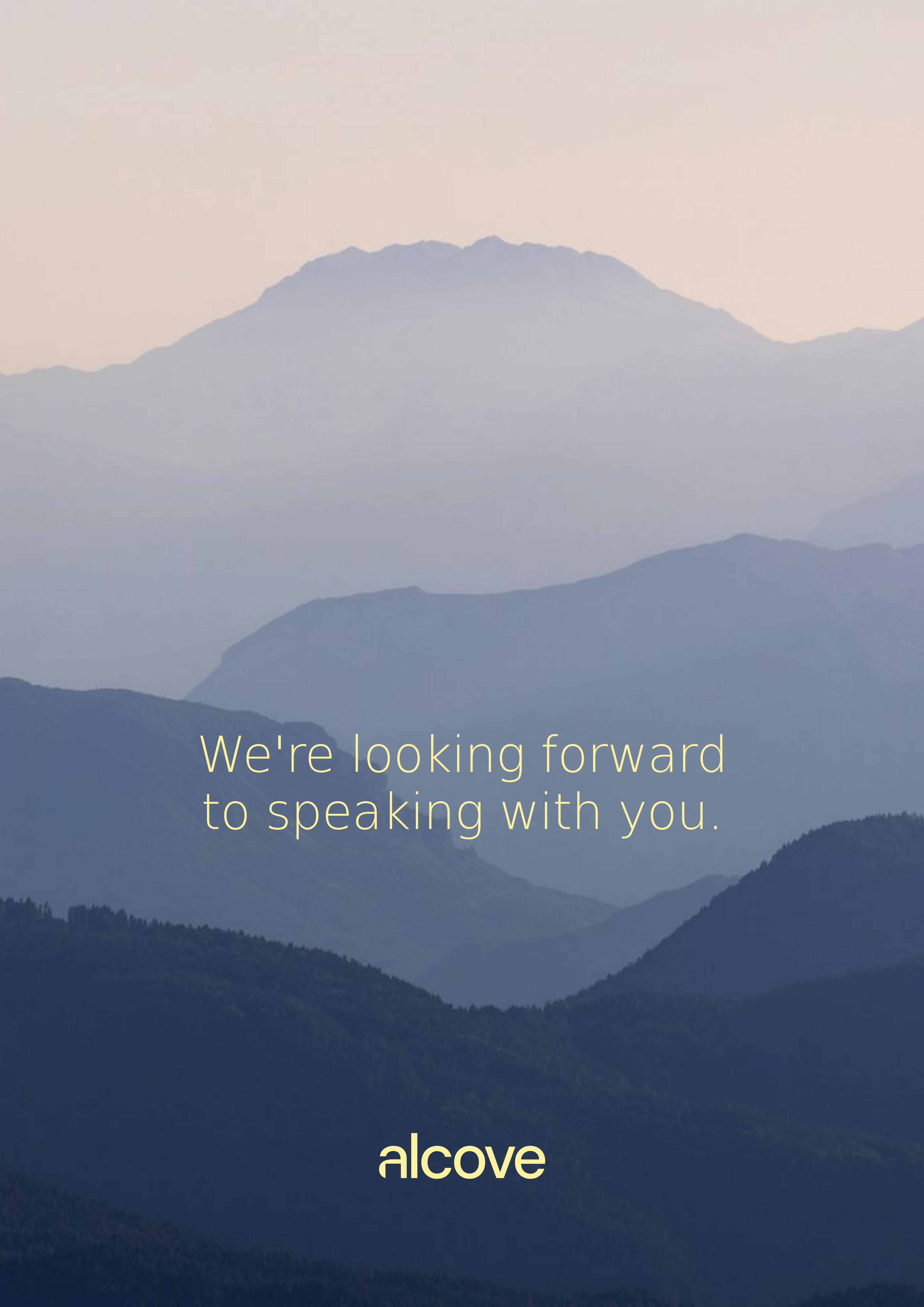
If we're not delivering value, you can refinance away anytime. We earn the trail by being useful.

Why Not Just Go Direct to the Lender?

You absolutely could. Here's what you'd save: nothing. The lender doesn't discount their rates because you went direct — they just keep the commission they would've paid us. Here's what you'd lose:

- Access to 30+ lenders instead of one.
- Someone who knows policy across all of them and can navigate the application to lift your odds of approval.
- Someone who can structure the deal properly across multiple entities if needed.
- Someone in your corner who manages the whole process — and who's there for the next deal.

77.6% of all home loans in Australia are now originated by brokers.
Source: MFAA quarterly stats, June quarter 2025.


We're looking forward
to speaking with you.
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