

Elantis Premium Funding FAQ's for Brokers (Australia)

Q. What does Elantis mean?

The name Elantis is derived from 'élan', French for energy, style and enthusiasm which reflects the energy, professionalism and commitment that we deliver to you and your clients every day.

Q. What does your logo represent?

The Elantis Premium Funding logo and the corporate identity visually bring to life the essence behind the name Elantis. The logo visually displays the sense of dynamism and innovation within our premium funding business, while also highlighting our brand values of partnering and relationships.

Q. Are you still committed to delivering a high level of service?

We remain dedicated to building long-term reciprocal relationships with you, and delivering personal, flexible service from the same team of people who you have come to know well.

Q. Will the Lumley Finance website change?

Yes the Lumley Finance website will change. The new website address is www.elantis.com.au

Q. Will the Select URL change?

Yes the Select URL will change, if you log into the old URL it will automatically redirect you to the new one so be sure to save this as your favourite.

Q. Will my Select login change?

No your login details will remain the same.

Q. Will Select change?

Only the logo and colours will change, all the functionality and navigation will remain exactly the same.

Q. Will the contract and terms and conditions change?

Only the name and logo will change, the contract, including the terms and conditions will remain the same.

Q. Can I still process Auto Renewals in Select?

Yes you can still process auto renewals in Select as per normal.

Q. Will settlements change?

The only change to settlements is that the reference on your and your client's bank statement will change. For a period of 7 weeks post the launch of Elantis Premium Funding, your and your client's bank statements will continue to make reference to Lumley Finance. Following this period the bank statements will make reference to 'Elantis Premium Funding'.

Q. How will the change affect my clients?

The changes for your client will be that any direct debits from their account will say Elantis Premium Funding from 7 weeks post the launch of Elantis Premium Funding. The amount and dates of the drawings will remain the same.

Also, any correspondence they receive from us including, letters, emails and SMS' will now be branded Elantis.

Q. Will my clients be notified of the change?

Any client that has a current loan and is on a Direct Debit payment will be notified by either email or post of the new name that will appear on their bank statement.

Q: Will I have a different Lumley Finance BDM to deal with?

There will be no change to your BDM. Gallagher has acquired the premium funding operations for the quality of the staff, systems, processes and controls already in place. They have a culture based on strong client relationships and recognise the value of the relationships our BDMs have with clients. All in all, we believe that the sale to Gallagher will be good for our people and good for our clients and there are no plans to change staff or amend the way the BDM's service their clients.

Q. Will your contact details change?

All our contact details will remain the same, the only change will be to our email addresses which will be in the same format as previously except the domain is @elantis.com.au. eg. gsmith@elantis.com.au

Our admin email address will also change from finance@lumley.com.au to admin@elantis.com.au however, all emails that are sent to the old address will be automatically forwarded to the Elantis address for a period of time so we will still continue to receive these emails.

Q: Will Lumley Finance change the way they do business?

There will be no change to the service you receive from Lumley Finance. Gallagher has purchased the premium funding operations for the quality of the staff, systems, processes and controls already in place. There are no plans to change the way Lumley Finance does business. They have a culture based on strong client relationships and recognise the value of the relationships our BDMs have with clients. All in all, we believe that the sale to Gallagher will be good for our people and good for our clients.

Q: Now that Lumley Finance is owned by a broker, by supporting Lumley Finance, will we be supporting a competitor?

There is no change to the independence we had under Wesfarmers ownership where OAMPS, Crombie Lockwood in NZ and Lumley Finance were part of the same group of companies. Lumley Finance has a proud history of operating independently from the broking operations and providing a personalised and high quality service to our 3rd party broker partners. The new owners recognise the importance of this independence and we will continue to operate in separate premises, on separate systems, under a separate company and with separate management.

Q: There is a risk that Lumley Finance will share my client information with Gallagher/OAMPS/Crombie Lockwood.

We take your client information and data privacy very seriously. There will be no change to our approach where OAMPS, Crombie Lockwood in NZ and Lumley Finance are part of the same group of companies but operate separately. This also includes storing client data on separate databases and not sharing this information under any circumstances.

Q: If I support Lumley Finance I will be supporting a US based company with US shareholders?

We are excited by the opportunity to join with Gallagher which has a highly regarded global reputation, client-focused culture and extensive resources they can share with us to help us continue enhancing our service to you. Gallagher has a long track record of investing in and growing businesses that they acquire all around the world. The Australian premium funding operations employ Australians, provide a well-regarded service to Australian brokers and their Australian clients. Similarly, our New Zealand operations continue to employ local talent.

Q: How committed is Gallagher to premium funding?

Gallagher has acquired our premium funding business because of the quality of the premium funding operations in Australia and New Zealand and because they recognise the benefits that premium funding provides to brokers and their clients.

Gallagher is committed to the premium funding market and plans to support us so we can provide you with ongoing improvements in service and products to benefit your and your client's businesses.

Q: I understand that premium funding is important to Gallagher because they have in-house funding for their brokers in Australia and NZ, but what interest do they have in keeping the Lumley Finance business?

As a broker, Gallagher understand the importance of the service that premium funders provide to broker clients and were attracted by the reputation and quality of the Lumley Finance premium funding operations. Gallagher is committed to the premium funding market and plans to support us so we can provide you with ongoing improvements in service and products to benefit your and your client's businesses.