

RAC Property Finance Annual Members Survey 2019



Every year RAC survey members with property finance to find out more about their dealings and interactions with RAC Property Finance. Recently the annual survey for 2019 was completed and members with property finance had the opportunity to share their experiences. The findings of the survey provide insights into members' attitudes towards RAC Property Finances product and services.

Our promoters

RAC Property Finance is highly rated with **86%** of property finance members stating they would promote and recommend RAC Property Finance to someone in their industry.







Service experiences

When describing their experiences, property finance members said RAC Property Finance:

- » Are very easy to deal with, friendly and prompt in answering queries.
- » Provide personal and professional customer service with a willingness to deliver above expectations.
- » Understand the local, WA property development industry.
- » Process progress payments efficiently.



Benefits to members

Property finance members said elements of RAC Property Finances product and services are really beneficial. Some of the reasons why property finance members chose RAC Property Finance were:

- » Niche and flexible property development finance offering.
- » No pre-sales required.
- » WA based with fast decision-making.
- » Personalised, prompt and responsive service.



Dealings and interactions

Property finance members are extremely satisfied with their relationship with RAC Property Finance.

- » **93%** were extremely satisfied with how RAC Property Finance addressed their queries.
 - » **96%** said they were extremely satisfied with the accessibility of RAC Property Finance.
 - » **95%** were extremely satisfied with the timely way their queries were answered.
 - » **88%** felt extremely satisfied with how RAC Property Finance valued them as a client.
- » **89%** said they were extremely satisfied with RAC Property Finance's willingness to assist.
 - » **88%** felt extremely satisfied with the positive attitude of RAC Property Finance.
 - » **95%** were extremely satisfied with the friendly and personable service they received.
 - » **82%** said they were extremely satisfied with how RAC Property Finance demonstrated knowledge and expertise in property finance.





Future development projects

When looking for funding for their next development project, **86% are extremely likely to use RAC Property Finance.**

For more information call 6150 6249
or visit rac.com.au/propertyfinance

ABN 77 009 066 862

