

Property Finance member survey 2023



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Each year we survey members with property finance to find out more about their dealings and interactions with us. The annual member survey for 2023 provided insights into our members' attitudes and experiences with our Property Finance product and services.

Dealings and interactions

99%

were extremely satisfied with how the Property Finance team addressed their queries

94%

said they were extremely satisfied with the accessibility of our Property Finance team

86%

were extremely satisfied with the timely way their queries were answered

94%

felt extremely satisfied with how the Property Finance team valued them as a client

95%

said they were extremely satisfied with the teams willingness to assist

92%

felt extremely satisfied with the positive attitude of the Property Finance team

95%

were extremely satisfied with the professional service they received

89%

said they were extremely satisfied with how the Property Finance team demonstrated knowledge and expertise in property finance

83%

were extremely satisfied with how the Property Finance team demonstrated knowledge of the WA property market

Our promoters

Property Finance is highly rated with 89% of property finance members stating they would promote and recommend us to someone in their industry.

Service experiences

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

- » Are very easy to deal with, responsive, knowledgeable and provide great customer experiences.
- » Provide personalised service that is professional, friendly, and efficient.
- » Understand the local, WA property market.
- » Process progress payments efficiently.

Benefits to members

Property finance members said elements of our Property Finance product are really beneficial. Some of the reasons why our property finance members choose us are:

- » No pre-sales required.
- » Niche and flexible property development finance offering.
- » WA based local office with quick responses and fast progress payments.

Events of interest

Property finance members were asked what types of sessions they would be interested to attend. Some of the key topics of interest included:

- » Property industry and economic trends
- » Tips on structuring and tax
- » Overview of market regulations

Future development projects

When looking for funding for their next development project, 95% of property finance members are likely to use us.



For further information please email propertyfinance@rac.com.au