



## **MEDIA RELEASE**

### **Virgin goes 'face to face' with its competitors**

**06 December 2006** – Virgin Home Loans has successfully shaken up the mortgage market by launching its direct model in March 2006. After trialing the face to face channel in Sydney metro – Virgin Money now plans to extend its face to face service nationwide by introducing a team of dedicated people who will go out and sell a broad range of products, Virgin style.

Chief Executive Officer, David Wakeley, said, "We've always recognised that consumers like to apply for their home loan through a variety of different channels whether it be through applying online, over the phone or face to face.

"After successfully trialing a face to face team of five, which was initiated at Virgin Home Loans launch, we have decided to expand the trial and product range by placing Virgin Money face to face consultants in Queensland, Western Australia, and Victoria by 1 March 2007".

Virgin Money's face to face team will stand out from other mobile lenders and brokers by its industry leading qualifications set for all consultants and its innovative remuneration package that will be based on the quality of customer service that they deliver.

The minimum standards that are required include compliance with PS146, Certificate IV (mortgage broking) and membership of the Mortgage Industry Association Australia (MIAA).

Mr Wakeley said, "There tends to be a gap in the face to face market when it comes to qualified sales consultants. Virgin Money will be raising the current laissez faire standards of other providers by introducing an industry leading training program which will need to be undertaken by all our consultants".

The Virgin Money face to face team will also be flexible to its customer needs by serving as a one stop shop for consumers through its unique product portfolio. The team will have instant access across the full range of Virgin Money products including Virgin Super and Virgin Credit Cards as well as a small selected mortgage panel.

Virgin Money is currently looking at recruiting consultants who are based in Queensland, Western Australia, New South Wales and Victoria. Those interested in joining Virgin Money's face to face team can email their details to [f2f@virginmoney.com.au](mailto:f2f@virginmoney.com.au).

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#### **About Virgin Money:**

Virgin Money is the financial services arm of Sir Richard Branson's Virgin Group. We launched in Australia in May 2003 to do one thing – shake up the financial services industry. Today, we are well on our way to achieving that goal with award-winning products spanning credit cards, home loans and superannuation. Virgin Money products are simple, great value and transparent, and they're backed up by our world-famous Virgin customer service. There's no funny stuff, just money stuff.

<http://virginmoney.com.au>

