

## **MEDIA RELEASE**

**12 December 2011**



### **Gateway announces distribution partnership with Mortgage Choice**

Gateway Credit Union is pleased to announce a further expansion of its third party distribution strategy via the launch of a partnership with Mortgage Choice, Australia's largest independently-operated mortgage broker.

Gateway Chief Executive Paul Thomas said that, "This announcement represents the next step in the evolution of Gateway's strategy to work with quality partners such as Mortgage Choice and Yellow Brick Road to open up the benefits of Gateway's product and service proposition to a wider audience."

Thomas said that Mortgage Choice mortgage brokers can feel confident they are putting their customers in the best of hands when they submit a home loan to Gateway. "Our commitment to providing the highest level of customer service, was proven once again by the results of our latest annual Member satisfaction survey that revealed an industry leading Member satisfaction rating of 95%\*."

Mortgage Choice CEO Michael Russell said "We're thrilled to offer Gateway products to our customers, who appreciate a personalised service proposition such as that provided by Gateway."

### **ENDS**

*\*Source: Quantum Management Indicators - Gateway Credit Union Member Satisfaction Survey – Sept 2011.*

*Notes: The 2011 Gateway Member satisfaction rating of 95%\* is up from an already enviable 91% in 2010. More than 87% of respondents credited these winning attributes to Gateway; value for money, professional, helpful and a provider of good service.*

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#### **For further information**

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#### **About Gateway**

Gateway Credit Union (Gateway) has been proudly servicing Australians' banking needs for more than 55 years and is serious about providing real choice to consumers and maintaining true competition in the market.

Gateway is fully owned by its Members and every Member is a customer. So everyone at Gateway benefits from the commitment to great service and great value, including access to award winning savings, home loan and investment products. Gateway goes above and beyond everyday to provide exceptional and personal service. For more information visit [www.gatewaycu.com.au](http://www.gatewaycu.com.au).