This entry kit is supplied to help you prepare your MFAA Excellence Awards entry prior to submitting.

You can draft, review and finalise your awards question responses based on the information supplied in this document before copying and pasting them into the MFAA Excellence Awards online entry portal.

**Please note:** You cannot use this form to submit your answers. No email submissions will be accepted. You can only enter the MFAA Excellence Awards by using the **online submission portal accessible from Thursday 2 January 2025** via the following url: <https://mfaa.eventsair.com/2025-mfaa-excellence-awards/enter>

**Category: Business Development Manager Award – Lender and Support Service Provider**

**Entry criteria**

Open to individual business development managers who work for a lender, mortgage manager, white label provider or support service provider.

To be eligible for the award, the qualifying criteria is as follows:

* You must have either an individual or business MFAA membership or be an employee of a company that holds a corporate MFAA membership.
* You must have held, or been employed under, an MFAA membership for the duration of the qualifying period (1 January 2024 – 31 December 2024).
* You can only submit in one state, the one in which you predominately work and provide support.

**OTHER THINGS TO NOTE about your submission**

* All answers and testimonials should refer to the qualifying period (1 January 2024 – 31 December 2024).
* You are encouraged to include examples in your answers.
* You should adhere to the word limit. Judges will mark down answers that exceed the word limit.
* You may only enter each category once.
* If you are looking for tips on writing a submission, visit the Awards website [here](https://mfaa.eventsair.com/2025-mfaa-excellence-awards/submission-tips)

**Business overview**

*Word limit: 100 words*

Provide a brief overview of your role and your organisation.

The business overview is for context only, to help judges understand your business’ unique circumstances. It will not be scored by the judges.

|  |
| --- |
| *Draft your answer here.* |

**Customer service**

*Word limit: 250 words*

Describe your personal attributes that allow you to deliver excellent customer service to your clients.

How do you help manage the relationship and expectations between your business' back-office operations (turnaround times, credit appetite, credit decisions) and your brokers?

|  |
| --- |
| *Draft your answer here.* |

**Professional conduct**

*Word limit: 250 words*

How do you represent, uphold and communicate your organisation’s core values and the brand it stands for to your clients?

Provide an example of when you have had to decline a request from a broker. How did you manage the broker’s expectations and continue to foster a strong relationship between the broker, your organisation and yourself?

How have you supported new-to-industry brokers, those within the first two years of their broking career?

|  |
| --- |
| *Draft your answer here.* |

**Leadership and innovation**

*Word limit: 250 words*

How do you use your leadership skills to help your brokers exceed industry standards?

How do you leverage your industry connections to help your brokers improve their businesses?

How do you translate your knowledge about the current regulatory environment, as well as economic and housing conditions, to better service your brokers and help them continue to grow their businesses?

|  |
| --- |
| *Draft your answer here.* |

**Additional information for judge’s consideration**

*Word limit: 150 words*

Please inform the judges as to why you believe you are deserving of this award. This is your opportunity to summarise why you feel you deserve to win this category, and/or to include any additional information not noted in your submission so far.

|  |
| --- |
| *Draft your answer here.* |

**Testimonials**

*Testimonials are optional and will be read by the judges, but not scored.*

Should you have evidence, please upload two pieces of feedback from your broker and/or your organisation that you received during 2024. There is the space in the portal for two attachments, up to a maximum of 3MB each. Please upload as a .jpeg or a PDF.

If you received any nominations to enter the MFAA Excellence Awards, you may copy and paste up to two testimonials that you received with your nominations into the online submission portal.

|  |
| --- |
| *Optional: Testimonial 1* |
| *Optional: Testimonial 2* |

**NOW YOU ARE READY TO SUBMIT.**

Have the following ready when you submit your entry online.

1. Your MFAA member number
2. A high-resolution headshot photo (for individual awards) or business logo image (for business awards), recommended size 2-3MB, in either .jpeg or .png format
3. State Manager contact details (first name, last name, organisation, mobile and email) so your submission can be verified.

**If you are submitting on behalf of another person**: ensure you create a new submission account for them and enter their contact details. Do not submit entries for multiple people using the same account.

**Personal declaration**

When entering the MFAA Excellence Awards, you will be required to agree to the following personal declaration in order to proceed.

* The information given in this application is complete, true and correct;
* I am not or have not been subject to any disciplinary proceedings by the MFAA, my aggregator, sub-aggregator or by AFCA (or any EDR scheme I am a member of) currently and/or within the qualifying period;
* I have adhered to and continue to adhere to the [MFAA Code of Practice](https://www.mfaa.com.au/about-us/membership-framework/code-of-practice) and [MFAA Disciplinary Rules](https://www.mfaa.com.au/about-us/membership-framework/disciplinary-rules);
* I have read, understood and agree to the [MFAA Awards Terms and Conditions.](https://mfaa.eventsair.com/2025-mfaa-excellence-awards/awards-tcs)