



(9) Gerrard Tiffen

Tiffen & Co

Kingston, ACT

Settled:

\$93,605,473

What makes you a good mortgage broker?

I try to be a little bit inspiring to our customers – it's important to them that we are passionate about what we do.

What has been the most challenging aspect of 2009/10?

A lot of the compliance procedures brought in this year have proved tough. Banks

introducing credit scoring has been a real learning curve too – some of the decisions have been baffling. Whereas before most files could be completed in one go, now they have to be revisited three or four times.

What has been the most positive aspect of the last financial year?

It's great to be in a role where you are meeting new people every day and receiving referrals when you've done a good job.

What are your targets for 2010/11?

I don't tend to set myself business targets, but I've got a lot of personal goals I would like to achieve such as going on holiday with the family and finishing the house we are building. At work, I just try and always do the right thing by my clients.

What do you enjoy doing outside the office?

I've recently developed a passion for adventure racing – multi-sport events that include mountain

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