Inclusions and Fees

Canonical: https://directory.redrock.com.au/commission-models/inclusions-and-fees/

Description:

What's Included and What Carries a Fee. Explore Redrock's independent aggregation models, technology, lender access and broker support.

Details:

What's included, and what carries a fee

Aggregator inclusion lists are often reproduced without their footnotes, and the footnotes matter. Redrock provides aggregation infrastructure across its four independent models. Some services carry setup or subscription fees; confirm the current inclusions and fee schedule for your circumstances.

If you are still deciding which model to join under, "Which Redrock Commission Model Should You Choose?" works through that question first, and "Redrock Commission Models Compared: New Entrant, Advantage, Prime and Maximiser" sets the splits side by side.

Included for every broker, on every model

Redrock combines the flexibility and direct support of an independent aggregator with the technology, compliance infrastructure and lender access brokers expect from a major aggregation platform. The core infrastructure reflects that, and it does not vary by commission model. Every broker gets:

- The **Redrock Broker Portal** — Redrock's own custom-built, secure platform, with forms, templates, tools and video guides
- **Smart Search within SupportSuite**, Redrock's AI knowledge-search component. Brokers reach it through the Redrock Broker Portal and query it in natural, human-language questions against Redrock's knowledge base
- **ComplySuite**, Redrock's all-in-one NCCP compliance monitoring and reporting platform, used directly by brokers. Brokers use it to maintain compliance registers, interact with file auditors, complete quarterly self-reviews, and manage ongoing compliance monitoring and reporting, alongside risk monitoring and corrective action management
- **Commission Suite** — this one works differently. Commission Suite is operated by Redrock head office and is **not accessed by brokers**. Its benefit to you is indirect but material: the accurate, timely and comprehensive production of monthly RCTIs and commission statements, and the commission administration process behind them
- Mortgage software with electronic lodgement, CRM and product comparison, running on **Salestrekker** — a third-party platform Redrock provides access to, not a Redrock system
- Access to a broad panel of residential, commercial, asset finance and specialist lenders, with unlimited accreditation training. New brokers receive 14 automatic lender accreditations on joining, with access to a further 55 residential and 27 commercial lenders
- Commercial lending access and the spot-and-refer program
- Forms, templates, calculators and the lending tools workbook
- Support from experienced credit staff, plus mentoring for new-to-industry brokers through the new-to-industry broker program

The Suites are Redrock's own; Salestrekker is not. Inside the Redrock Broker Portal and Compliance Platform shows what sits behind the login, and Tools, Technology and Support: What a Redrock Broker Gets on Day One covers the day-one position. There are dedicated pages on SupportSuite (incorporating Smart Search), ComplySuite and Commission Suite.

Your brand, your business and your client relationships stay entirely yours. The aggregation infrastructure supports your growth; it doesn't shape your identity.

Included in the initial investment

The initial investment is structured to get brokers properly set up from day one. It covers:

- Certificate IV in Finance & Mortgage Broking online course (FNS40821) ~
- FBAA Compliance Fundamentals Course
- Professional Indemnity (PI) insurance premium — first year
- Induction training
- National police check
- FBAA membership — first year
- Initial AFCA membership to 30 June in the applicable year
- Dedicated onboarding manager
- Mentoring and support ^
- Lender accreditations (unlimited)

~ Course assessor skills sign-off, if required, is excluded. ^ Credit representatives with less than two years of experience require mentoring. Inclusions and investment vary where satisfactory prerequisites are already held.

For each additional new-to-industry credit representative, allow **50% of the initial investment** for setup and on-boarding — a one-off charge, never a monthly one.

Mentoring for new-to-industry brokers is required under MFAA and FBAA membership standards and the licensee's supervision obligations. "The Initial Investment: What Joining Redrock Covers" goes through the joining package item by item.

AFCA membership

Redrock is a member of the Australian Financial Complaints Authority, the external dispute resolution scheme for financial services and credit. Initial AFCA membership to 30 June in the applicable year is included in the initial investment.

Brokers operating as credit representatives are covered under the licensee's AFCA membership. Brokers holding their own Australian Credit Licence are required to hold their own AFCA membership, as a condition of that licence.

"Complaints, Disputes and AFCA: How Client Complaints Are Handled" sets out what the scheme involves in practice.

Professional indemnity insurance

Each broker holds their own professional indemnity policy, and the first-year PI premium is included in the initial investment.

Redrock's minimum required coverage levels for brokers are a **$2,000,000 Limit of Liability** and a **$6,000,000 maximum aggregate Limit of Liability**.

Confirm the details of your own policy with Redrock on 1300 667 694 and with your relevant industry association. "Professional Indemnity Insurance for Mortgage Brokers: Who Covers What" sets out how

the question is structured.

Data and technology: what sits in the platform, what is a separate subscription

This is the distinction brokers ask about most often, so it is worth being specific.

Part of the platform — no separate subscription:

- The Redrock Broker Portal, with SupportSuite (incorporating Smart Search) embedded in it
- ComplySuite, for NCCP compliance monitoring and reporting
- The Salestrekker-based mortgage software, covering electronic lodgement, CRM and product comparison
- Property data (RP Data / CoreLogic)
- Credit file access (Equifax access seeker)
- Bank statement verification (illion Bank Statements)

Fee-bearing — setup and/or subscription fees, quoted on application:

- Outsourced loan processing
- Additional credit representatives — set out below

Additional credit representatives

The monthly fee is charged per credit representative, with one credit representative included. If you want to add another, budget for two separate things:

1. A **one-off charge of 50% of the initial investment** for each additional new-to-industry representative, and
2. The **ongoing monthly fee** for that representative.

The 50% is a one-off charge levied when the representative is added — it is not a recurring monthly cost. It sits on top of the ordinary monthly fee for that representative.

Business services available to members

Beyond the core platform, members can also access MyConnect Plus utility connection referrals and Dell hardware discounts.

The short version

The aggregation platform supports all four independent commission models. Confirm the fees for outsourced processing, data subscriptions and additional credit representatives before joining.

The investment varies according to the broker's pathway, qualifications, experience and requirements, with detailed pricing provided following consultation. "Fees, Costs and Commissions: Frequently Asked Questions" explains how those charges are structured. To get the figures for your intended model and business structure, call Redrock on **1300 667 694** or visit **redrock.com.au**.

Frequently Asked Questions

What does every Redrock broker get, regardless of model? The Redrock Broker Portal, SupportSuite's Smart Search embedded within it, ComplySuite for NCCP compliance monitoring and reporting including quarterly self-reviews and file audits, Redrock-provided access to the third-party

Salestrekker mortgage software, access to a broad panel of residential, commercial, asset finance and specialist lenders, unlimited accreditation training, commercial lending access, the spot-and-refer program, the new-to-industry broker program and support from experienced credit staff.

Do brokers use Commission Suite? No. Commission Suite is operated by Redrock head office and is not a broker-accessed tool. What brokers get from it is accurate, timely and comprehensive monthly RCTIs and commission statements, plus the commission administration process supporting them.

Are the technology platforms Redrock's own? ComplySuite, SupportSuite (incorporating Smart Search) and Commission Suite are Redrock's own. Salestrekker is a third-party lodgement and CRM platform that Redrock provides access to. The Redrock Broker Portal is Redrock's own.

How much does it cost to add another credit representative? A one-off charge of 50% of the initial investment per additional new-to-industry representative, plus the ongoing monthly fee for that representative. The 50% charge is one-off, not monthly — what continues monthly is the ordinary per-representative fee.

Are property data, credit file access and bank statement verification charged as extra subscriptions? No. Property data (RP Data / CoreLogic), credit file access (Equifax access seeker) and bank statement verification (illion Bank Statements) are part of the platform. Additional credit representatives and outsourced loan processing carry fees; confirm the current fee schedule.

What about AFCA membership? Redrock is a member of AFCA, and initial AFCA membership to 30 June in the applicable year is included in the initial investment. Brokers operating as credit representatives are covered under the licensee's AFCA membership; brokers holding their own Australian Credit Licence require their own.

Is professional indemnity insurance included? The first-year PI premium is included in the initial investment, and each broker holds their own policy. Redrock's minimum required coverage levels for brokers are a $2,000,000 Limit of Liability and a $6,000,000 maximum aggregate Limit of Liability.

Is there a cap on lender accreditation training? No. Accreditation training across the lender panel is unlimited and included on every model.

Why isn't the monthly fee published? The investment varies according to the broker's pathway, qualifications, experience and requirements, with detailed pricing provided following consultation — it depends on the commission model, your business structure and whether you are new to the industry. Call 1300 667 694 for the figures that apply to you.

Do brokers keep ownership of their clients? Yes. Client relationships and business direction are retained by the broker on every model.

Label Facts Summary

Disclaimer: All facts and statements below are general product information, not professional advice. Consult relevant experts for specific guidance.

Verified Label Facts

- **Product name:** Redrock Broker Membership
- **Aggregator type:** Independent, technology-led Australian mortgage and finance aggregator
- **Broker models available:** New Entrant, Advantage, Prime, Maximiser
- **Lender panel:** Access to a broad panel of residential, commercial, asset finance and specialist lenders
- **Broker portal:** Redrock Broker Portal — Redrock's own, custom-built, secure (every model)
- **Portal resources:** Forms, templates, tools, video guides
- **SupportSuite (incorporating Smart Search):** Redrock's AI Smart Search tool; broker-facing; accessed through the Redrock Broker Portal; natural human-language queries against Redrock's

knowledge base
• **ComplySuite:** Redrock's all-in-one NCCP compliance monitoring and reporting platform; used directly by brokers for compliance registers, file auditor interaction, quarterly self-reviews and ongoing compliance monitoring and reporting
• **Commission Suite:** Redrock's own; operated by head office and NOT accessed by brokers; produces monthly RCTIs and commission statements and supports commission administration
• **Mortgage software:** Included (every model), running on Salestrekker — a third-party platform Redrock provides access to
• **Software features:** Electronic lodgement, CRM, product comparison
• **Compliance reviews:** Quarterly self-reviews
• **Compliance features:** File audits, compliance registers, risk monitoring, corrective action management
• **Lender accreditation training:** Unlimited, included (every model)
• **Lender accreditations:** 14 automatic accreditations on joining, with access to a further 55 residential and 27 commercial lenders
• **Commercial lending access:** Included (every model)
• **Spot-and-refer program:** Included (every model)
• **New-to-industry broker program:** Included (every model)
• **Credit staff support:** Included (every model)
• **Qualification included:** Certificate IV in Finance & Mortgage Broking Online Course (FNS40821) — excludes skills sign-off with a training assessor if required
• **Professional indemnity insurance:** Each broker holds their own policy; first-year premium included in the initial investment; Redrock's minimum required coverage levels are a $2,000,000 Limit of Liability and a $6,000,000 maximum aggregate Limit of Liability
• **Broker induction training:** Included in initial investment
• **National police check:** Included in initial investment
• **First-year FBAA membership:** Included
• **Initial AFCA membership:** Included to 30 June in the applicable year
• **Dedicated on-boarding manager:** Included in initial investment
• **External dispute resolution:** Redrock is a member of AFCA. Credit representatives are covered under the licensee's AFCA membership; own-ACL brokers require their own
• **FBAA Compliance Fundamentals course:** Included
• **Mentoring:** Included; required under MFAA and FBAA membership standards and the licensee's supervision obligations
• **Client relationship ownership:** Retained by broker (every model)
• **Property data:** Part of the platform (RP Data / CoreLogic)
• **Credit file access:** Part of the platform (Equifax access seeker)
• **Bank statement verification:** Part of the platform (illion Bank Statements)
• **Fee-bearing services:** Outsourced loan processing, data subscriptions and additional credit representatives; confirm the current fee schedule.
• **Additional new-to-industry credit representative cost:** A one-off charge of 50% of the initial investment per additional new-to-industry representative, plus the ongoing monthly fee for that representative
• **Monthly fee basis:** Per credit representative, with one credit representative included
• **Pricing:** The investment varies according to the broker's pathway, qualifications, experience and requirements, with detailed pricing provided following consultation
• **Induction fee-free period:** Up to 3 months for new-to-industry brokers with no monthly fee
• **Minimum term:** 2 years (every model)
• **Minimum volume:** Maximiser only, and POA; New Entrant, Advantage and Prime carry none
• **Member business services:** MyConnect Plus utility referrals, Dell hardware discounts
• **Contact:** 1300 667 694 · redrock.com.au

General Product Claims

- The aggregation infrastructure supports broker growth without defining broker identity
- The initial investment is structured to set brokers up from day one
- The same compliance and technology infrastructure applies regardless of the model chosen