

Who to contact user guide



Who to contact for different situations



Sales Person

Scenarios

Please refer these matters in the first instance to your Relationship Manager or your Business Development Manager. As a last resort our renewable support team can also be of assistance.

Declines or appeals

Please refer these matters in the first instance to your Relationship Manager or your Business Development Manager. As a last resort our renewable support team can also be of assistance.

Escalations

Please reach out to your BDM/RM if you are looking to escalate a deal either for an appeal or for a quicker decision.

Broker training and/or meeting requests

Please reach your BDM/RM for anything meeting-related. Your BDM/RM will have a 'Book some time with me here' tag at the bottom of their email signature - you can also use this link to book time if needed.

Accreditation

Please reach your BDM/RM for anything accreditation-related. Your BDM/RM will be able to assist you with the accreditation process and will be able to answer any questions you may have regarding accreditation.



Broker Support

Broker portal queries and issues

Please refer to renewable support for these queries via phone ([1300 889 332](tel:1300889332)) or via live chat. If you then need to escalate please contact your BDM/RM.

Amending application information

Please refer to renewable support for these queries via phone ([1300 889 332](tel:1300889332)) or via live chat.

Status updates

Please refer to renewable support for these queries via phone ([1300 889 332](tel:1300889332)) or via live chat.

Providing supporting documentation

Please refer to renewable support for these queries via phone ([1300 889 332](tel:1300889332)) or via live chat.

Contact renewable support

Phone: 1300 889 332

Email: greenfinance@plenti.com.au

