

SUCCESS STORIES – TONY BICE

Introduction

In this success story, we talk to Tony Bice, Director of First Choice Mortgage Brokers in NSW. He tells us about a client in a difficult situation he was able to get back on their feet with the assistance of a specialist lending solution from Bluestone Mortgages.

Bluestone work with brokers all over Australia to help customers get the financial relief they need with [specialist lending solutions](#). In this series of success stories, we share examples of customers brokers have assisted, and how Bluestone helped them do it.

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Tony Bice is the Director of First Choice Mortgage Brokers in NSW. He writes about 60 loans a month, and is regularly referred clients who are in financial strife. When he encountered a client in a particularly difficult situation, he knew exactly where to go.

Off-the-plan property woes

A self-employed, 36 year old client experiencing severe financial hardship was referred to Tony. He'd bought an off-the-plan property several years earlier and there was a shortfall at settlement due to a low valuation. To avoid losing his 10 per cent deposit, he had no alternative other than to take out a personal loan, which put him under a lot of hardship.

"He was self-employed at the time, the interest rate was high, but he was keeping his head above water - just," recalls Tony. "Then, he got hit with a \$20,000 ATO debt and everything started to fall apart. He had no family helping him, nowhere to go, and that's when he found us."



Debt was piling up for Tony's client, who was facing severe financial hardship after a low valuation of his off-the-plan property and a hefty ATO tax debt.

Going the extra mile with a specialist lending solution from Bluestone

Tony recognised that this customer was a Bluestone lead right away, and got in touch with Bluestone BDM Denya. "We took an application, put it in front of Bluestone and they waived the upfront valuation fee as a one-off. They didn't need to do that, but they could see that this guy was in strife," explains Tony.

Denya assisted with putting the deal together to make sure the application sailed through the approval process.

"We refinanced and consolidated all his debts, including three cash converter loans, wrapping them all into one loan. When this guy came and saw us he was -\$250 per month - he was that far behind the eight ball. As a result of what we were able to do for him, he's now at \$600 a month in the positive."

The solution Bluestone was able to offer this customer essentially changed his life, something he told Tony over the phone after the refinance came through.



"Bluestone goes the extra mile in coming up with a scenario to assist us to make deal services, which is unreal."

Why Bluestone?

One of the best things about working with Bluestone, according to Tony, is that they go the extra mile.

"Denya says 'hang on, this isn't going to work, well let's try it this way.' Usually you just go to the lender and they have a look and they say "declined, doesn't work". Bluestone goes the extra mile in coming up with a scenario to assist us, which is unreal."

Tony has also formed a great relationship with the Bluestone team, including BDM Denya, NSW State Manager Craig Meale and a few other members within the business.

"I like Bluestone because they've got a flat structure. There's no bureaucracy, you're not getting your deal hand-balled all over the place. I can talk to Craig at a senior level, I can talk to Denya who's our BDM. Things just happen and it's good. We just find them easy to deal with, it's as simple as that."

Specialist lending solutions like those Bluestone offers enable Tony and his team to assist customers when they're in dire straits.

"We're able to help people like this when generally you wouldn't be able to. We have a lot of [clients like this fellow](#). Without specialist lenders such as Bluestone, we wouldn't be able to get these deals and help them out."

Want to help your customers in the same way Tony did? Reach out to Bluestone to [get in touch](#) with one of our friendly BDMs, and start making a difference.