

ACN 662 126 758 | ABN 31 662 126 758



NAV KAR CONSULTANCY SERVICES (NCS)

(A Division of NCS Corp Pty Ltd)



Excellence.
Expertise.
Experience.



Brokerssupport.com.au | Brokerssupport.co.nz



Introduction

Navkar Consultancy Services understands that every broker has varying requirements for back-end support.

We work with you to tailor-make your processing requirements suited to your business needs. Broker needs and requirements vary considerably from full loan submission through to settlement and there are many varying options in between.

With this mind, you can choose from the selection of services and pick either all or some parts of our service which work in well with you.

Our services are individually personalized for each broker, as not each broker is alike, therefore we can cater for any requirements, so you have the support that is right for your business. Our objective is to see brokers enjoy real growth by providing them with tailored back end support to enable a win-win outcome for all parties.

Let us do what we do best and that leaves you to develop and grow your business!

Key Details of NCS:

- Established in 2016
- Company owned and operated by NCS Corp
- Head Office based in Sydney with operational branches throughout Australia, New Zealand, Canada and India.
- 200+ Employees
- ISO 9001:2015 certified company ensuring quality and data security.

a brief

OVERVIEW



OUR MISSION - TBC



Efficient turnaround times...

For all Loan Processing services at **NAVKAR CONSULTANCY SERVICES**

Happy Clients...

Happy and satisfied clients is a testimony of our effective services and timely execution.

Dedicated Employees...

A dedicated and highly experienced team of qualified staff ever ready to serve the needs of our clients.

Time Saving...

Time saving for brokers using full **NAVKAR CONSULTANCY SERVICES**





INFRASTRUCTURE



A large team of Qualified Professionals





Training & Infrastructure

TRAINING

- **NAVKAR CONSULTANCY SERVICES** provides in-depth training covering all aspects of operations.
- **The structured training programs**, conducted periodically by our in-house professionals, keep the employees updated with the emerging trends. Their continuous evaluation helps the firm to design future training program.



INFRASTRUCTURE

- The **knowledge processing center** is spread over 100,000 sq. ft. in a prime business hub. It is a vital place equipped with all required facilities and support utilities.
- The **workstations** are configured as per the client's requirements. The entire network is protected by enterprise wide antivirus systems. There are provisions to ensure uninterrupted network and power access to the workstations.
- We are connected to the **internet on fiber optic lines**. A dedicated fiber optic ring ensures various redundancy paths to and from the ISP.
- **Latest communication systems including VOIP phones**, video and audio conference devices are installed for smooth interaction with our clients.
- Training rooms are equipped with multimedia projection systems, net conference facilities and workstations connected to the network for online training.





Security Measures



Employees are allowed to enter the work area exclusively through biometric verification and access card.



USB ports are disabled at workstations and do not have external drives.



Cellular phones, bags and personal articles are prohibited in the work area.



Accessing the personal email accounts is strictly forbidden.



The entire work area & systems are under continuous CCTV surveillance.



Use of internet is restricted to work related sites only.



All the work facilities are guarded by security guards.



IP authentication ensures business sites of the firm are available to authorized parties.



NCS

| Lodgement Only Service | Lodgement & Tracking Service | Full Time Service |
|--|--|--|
| Aggregator CRM data entry | Aggregator CRM data entry | Qualified full-time employee dedicated to assist the broker. |
| Apply Online data entry | Apply Online data entry | Staff are flexible to work during Australian working hours. |
| NCCP documents preparation | NCCP documents preparation | Communicating with the client to gather the required information and supporting documents as and when required by the broker |
| Lender application documents preparation | Lender application documents preparation | No minimum volume |
| Thorough review of documents and redacting TFN | Thorough review of documents and redacting TFN | Aggregator CRM data entry |
| Uploading documents in Apply Online | Uploading documents in Apply Online | Apply Online data entry |
| Discharge authority form preparation | Discharge authority form preparation | NCCP documents preparation |
| FHOG form preparation | FHOG form preparation | Lender application documents preparation |
| Valuation orders & follow up | Valuation orders & follow up | Thorough review of documents and redacting TFN |
| Pricing Requests | Pricing Requests | Uploading documents in Apply Online |
| Servicing calculator preparation | Servicing calculator preparation | Discharge authority form preparation |
| File lodgement to lender | File lodgement to lender | FHOG form preparation |
| X | Lender follow up to settlement | Valuation orders & follow up |
| X | Solicitor follow up to settlement | Pricing Requests |
| X | X | Servicing calculator preparation |
| X | X | File lodgement to lender |
| X | X | Lender follow up to settlement |
| X | X | Solicitor follow up to settlement |
| X | X | Post settlement information prepared and sent to the client. |
| X | X | Post settlement follow ups with the client (every 6 or 12 months) |



Communication & Document Sharing



Communication

You can communicate with your loan support staff via the following methods:

- Email
- Google Hangouts

Providing Documents To NCS

Share your Fact Find, Loan Cover Sheet and other documents via the following methods:

- Email
- Google Drive
- Dropbox (NCS preferred)

Due to security reasons, NCS cannot use One Drive or any other storing system other than the options provided above.

Acceptable File Formats

- PDF
- Word
- Excel
- JPEG

If the folder is password protected, please provide the password.



Contact Us



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