Aggregator transition checklist

A practical checklist for planning lender accreditations, pipeline, trail, systems, compliance, data and client continuity when changing aggregators.

PRINTABLE WORKBOOK
Use this resource as a working document. Add notes, tick completed items and record actions as you go.

morbanxaggregation.com.au

Before you make the decision

Do not start with resignation. Start by understanding your current position.

REVIEW

	current aggregator agreement
	notice period
	trail ownership
	client ownership
	outstanding fees
	technology obligations
	lender accreditation arrangements
	restraint or post-termination clauses
	file-access arrangements
	professional indemnity requirements

If anything is unclear, obtain appropriate legal or professional advice before acting.

Plan first

A well-managed transition starts before notice is given. Use this checklist to work through the practical issues in sequence.

01 Review your current agreement

Before giving notice, identify:

	required notice period
	termination process
	trail arrangements
	treatment of clients and records
	outstanding fees
	equipment or licences to be returned
	data-access rights
	post-termination obligations

Do not assume that every aggregator agreement works the same way.

Notes / actions

02 Confirm your trail position

Understand exactly what happens to your existing trail book.

	whether you retain ownership
	whether trail continues to be paid directly or through the

	outgoing aggregator
	whether any conditions apply
	whether trail can be purchased, transferred or withheld
	what happens if a client refinances after the move.

Keep written confirmation of your position.

Notes / actions

03 Map your active pipeline

Create a list of every active client and application.

	client name
	lender
	application stage
	approval status
	expected settlement date
	key outstanding conditions
	next action
	responsible person

Identify files that may be affected by the transition. The aim is to avoid disruption to clients and settlements.

Notes / actions

04 Review lender accreditations

Accreditations may need to be transferred, reactivated or re-established.

	whether accreditation transfers
	whether a new application is required
	expected timeframe
	training or assessment requirements
	whether applications can be lodged during the transition
	whether existing pipeline remains accessible

Do not assume all lenders process aggregator changes at the same speed.

Notes / actions

05 Confirm your new credit representative or licence arrangements

Before commencing under the new aggregator, confirm:

	Australian Credit Licence arrangements
	Credit Representative Number requirements
	appointment date
	authorised activities
	compliance obligations
	required disclosures
	business-card and website wording

Do not operate under the new arrangement until the required appointment and authorisation processes are complete.

Notes / actions

06 Professional indemnity and insurance

Confirm what is required for:

	professional indemnity insurance
	run-off cover
	cyber insurance
	other business insurance

Check whether any outgoing arrangement needs to remain in place for historical matters.

Notes / actions

07 CRM and client data

Plan the movement of client information carefully.

	CRM records
	active files
	settled files
	documents
	notes
	email history
	client contact details
	task lists

	referral records
	what data can be exported
	what must remain with the outgoing aggregator
	whether client consent is required
	how information will be transferred securely
	whether historical file access will remain available

Privacy and data-security obligations continue during a transition.

Notes / actions

08 Technology and systems

List every system affected by the move.

	CRM
	lodgement platform
	lender portals
	document storage
	bank-statement tools
	identity verification
	e-signature
	email templates
	compliance tools
	marketing automation
	client portals
	access start date
	login details
	required setup
	training
	data migration
	recurring fees

Notes / actions

09 Commission arrangements

Confirm:

	who pays upfront commission
	who pays trail
	payment timing
	commission statements
	bank-account details
	GST treatment
	any transitional delays

Allow for a possible timing difference between settlement and commission payment during the move.

Notes / actions

10 Website and marketing updates

Review all public-facing material. Update where necessary:

	website
	email signatures
	business cards
	social profiles
	disclosure documents
	privacy information
	referral material
	digital advertising
	booking links
	lender or aggregator references

Make sure licence and Credit Representative details are correct before publishing changes.

Notes / actions

11 Referral partners

Tell important referral partners when appropriate. Keep the message simple.

	that your business is continuing
	that your contact details remain the same if applicable
	whether anything changes for referred clients
	that existing clients will continue to be supported

Avoid creating unnecessary uncertainty.

Notes / actions

12 Client communication

Not every client will need a broad announcement.

	application processing
	lender contact
	documentation
	settlement
	privacy arrangements
	credit representative details

The priority is continuity and clarity.

Notes / actions

13 Compliance setup with the new aggregator

Before go-live confirm:

	compliance policies
	file requirements
	document templates
	file-review expectations
	escalation contacts
	complaint procedures
	training requirements
	audit requirements

Understand the new process before the first application is lodged.

Notes / actions

14 Training and onboarding

Complete required onboarding before relying on the new systems.

	CRM training
	lodgement-platform training
	compliance process
	lender accreditation
	commission processes

	support contacts
	escalation pathways

Notes / actions

15 Give notice only when the transition plan is ready

Before notice is given, you should understand:

	when the new arrangement can start
	which lenders will be available
	what happens to active files
	how commissions will be handled
	how data will move
	what systems will be available
	what clients need to be told

A well-managed transition is planned before notice is given.

Notes / actions

Go-live checklist

Before operating under the new arrangement, confirm:

	new credit representative appointment is active
	required lender accreditations are active
	CRM access works
	lodgement access works
	compliance templates are available
	commission banking details are confirmed
	website and email disclosures are updated
	key referral partners have been advised where appropriate
	active pipeline has been reviewed
	client communication has been completed where required
	insurance requirements are satisfied
	support contacts are known

Go-live notes

First 30 days

During the first month:

	review every application carefully
	check lender access regularly
	confirm commission statements
	verify trail arrangements
	monitor migrated data
	resolve missing system access
	attend onboarding or training sessions
	raise issues early

The transition is not complete simply because the new agreement has started.

Considering a change of aggregator?

A confidential discussion can help you understand the likely transition requirements before you make a decision. Morbanx Aggregation takes a planned approach to lender accreditations, pipeline management, systems, compliance and onboarding.

Book a confidential discussion at morbanxaggregation.com.au

IMPORTANT

This checklist provides general information only. Aggregator agreements, licence arrangements, lender accreditation requirements, trail arrangements, privacy obligations and transition processes vary. Brokers should review their own agreements and obtain appropriate legal, compliance, tax or professional advice where necessary.