

Broker Contact Directory

This document is designed to guide your enquiries and completed forms to the correct team, helping streamline communication and ensure timely responses to your requests.

Department	Email	Services Provided	Required Information	Response Time
Frontline Support	FrontlineSupportTeamCFAL1@capital-finance.com.au	<ul style="list-style-type: none"> • AML support 	Refer to AML matrix and original approval email. All queries must go to Frontline prior to settlement.	4 hours
Supplier Verification	supplierverification@westpac.com.au	<ul style="list-style-type: none"> • verify supplier accreditation status • accredit new suppliers 	To verify supplier accreditation – provide a copy of the supplier's invoice. To request accreditation for a new supplier – provide both the supplier's tax invoice and either a bank statement or coded deposit slip.	4 hours
Payouts	brokerpayouts@capital-finance.com.au	<ul style="list-style-type: none"> • formal payout letters 	Include customer name, contract number, asset details and broker mobile number in the email request.	1 business day
PPSR	PPSR_Enquiries@capital-finance.com.au	<ul style="list-style-type: none"> • PPSR enquiries • discharge certificates 	Include customer name, contract number and VIN or serial number in the email request.	1 business day
Customer Service	customerservice@capital-finance.com.au	<ul style="list-style-type: none"> • statements • finalisation letters • direct debit changes • general maintenance 	Include customer name, contract number, asset details and broker mobile number in the email request.	2 business days
Accounts Receivable	accounts_receivableenquiries@capital-finance.com.au	<ul style="list-style-type: none"> • closures • payment queries • refunds • dishonours • missing payments • fee waivers 	Include a copy of remittance advice. Note: Please allow 3–5 days for account closures.	2 business days
Document Preparation	efosec@westpac.com.au	<ul style="list-style-type: none"> • document preparation when lender must complete 	Include a copy of the invoice, credit approval, any applicable guarantor percentage/s, along with identification documents in the email request. Note: Returned documents will be provided via Fileshare.	2 business days
Collections	stg.back@collectionhouse.com.au	<ul style="list-style-type: none"> • collection enquiries 	Include customer name, contract number, asset details and I number in the email request.	2 business days
Business Assist	Businessassistcfal@westpac.com.au	<ul style="list-style-type: none"> • hardship enquiries 	Include customer name, contract number, asset details and broker mobile number in the email request.	3 business days

Capital Finance acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.

