

Testimonials for Chelle Hames

Chelle was amazing. She was unstoppable in ensuring that we were serviced every step of the way. It was an absolute pleasure to have her on our side.

Now we have our dream block to build our dream house.

Guess who will be doing the loan for that!!!!

Stuart

Chelle was absolutely amazing to work with from the very beginning of our journey right to settlement. I am so glad we were referred to Chelle. She is not only knowledgeable and very professional but she is such a lovely and warm person who we instantly felt comfortable working with, which is so important when dealing with finances. We were first home buyers and Chelle made the process so much easier for us. Chelle was so quick to answer emails and calls and respond to all our questions. Chelle steered us in the right direction and gave us so much information to help us get the best deal. We could not be more grateful for Chelle and all her hardwork. We strongly recommend Chelle to anyone needing a mortgage broker. You won't regret it. Thank you so much

Ashleigh and David

When we started to look into refinancing our loans, we knew we would need to engage someone that we could trust to get us the best rates possible.

Having known Chelle for years, we didn't hesitate to give her a call. Chelle saved us thousands of dollars on our loans, without the pain of having to change banks.

We have found Chelle to be extremely helpful, friendly and professional and would happily recommend LoanPort to anyone looking to save money on their home loans.

We've already recommended LoanPort to our friends and family, and we wouldn't go anywhere else for future loan assistance.

Cheers

Trev and Jac

We had been searching for a contemporary, modern, enthusiastic and friendly mortgage broker when we were referred to Chelle. She was exactly what we were looking for and helped us hugely by securing a mortgage that suited our needs perfectly, going above and beyond with her time and effort and supporting us with gentle nudges along the way to ensure we completed the process in a timely manner. We would thoroughly recommend Chelle to anyone who is looking for a motivated, warm, caring and knowledgeable mortgage broker, and is after an efficient and effective outcome.

Nick and Brooke

Chelle recently helped my wife and I refinance our home and investment loans. We had been with the one bank for over 25 years and being a finance professional the structure of our funding was pretty complex. Chelle managed to put all the necessary documentation together, seek alternative financiers, explain intricacies and come up with a menu of solutions that were far superior to our existing arrangements. Once we had made the decision, as is the case with such arrangements these days, the back end documentation and compliance process required by the new lender was pretty intense.

Chelle managed to guide us through all this with a high level of efficiency, professionalism and perhaps most importantly good grace. I am certainly glad I did not undertake this myself and would highly recommend Chelle to anyone seeking a funding solution.

Peter from Kensington

My brother and I engaged the services of Chelle Hames from Loanport in 2018 when we were looking at re-financing our joint investment property in Perth. We were after an Interest Only loan and I was very impressed by how diligent, efficient, responsive and professional Chelle was in sourcing the best option for us. Even though I was based in regional Western Australia, the distance was no problem as Chelle was always contactable, and she took the time to explain things in simple English. This made the transition from one mortgage to another really easy.

Based on my experience with Chelle on the refinancing of my investment property, I decided to engage her services again in 2019 for the purchase of my residential property in regional Western Australia. Chelle assisted me from start to finish – helping me determine my borrowing capacity right through to settlement.

Chelle is honest, focussed, professional and knowledgeable. I have utmost confidence in her abilities and I have no hesitation in using her again.

Karwai

Both Hatem and I would like to take the opportunity to thank you for your hard work and dedication over the past few months in regards to our Self Managed Super Fund investment.

When we received no response from the normal channels and banking institutions due to changes with government and banking policies you researched found lenders who were willing to provide finance. I wish I could say that was the hard part. As we discovered there was a lot more involved and you managed to talk and guide us through the process very patiently and professionally. At times the easiest option would have been to give up but you hung in there and gave us encouragement, support and the benefit of your financial expertise.

You not only dealt with Hatem and I but with our registered accountant direct as to lessen Hatem and my burden. At the end of months of hard work on your behalf you managed to give us an extra level of financial independence.

We both sincerely thank you and have no hesitation in recommending you to our family, friends and work colleagues.

Linda

Chelle recently helped us refinance a few properties, as well as a business loan, and we are extremely glad and grateful that she did. Chelle went above and beyond to make the process as painless and seamless as possible. She is extremely knowledgeable, patient and helpful. She really does her homework to find the best rates and she absolutely goes the extra mile to make sure everything goes smoothly.

Thank you very much Chelle!

Paul and Kristy

I recently refinanced a home loan and line of credit with Loan Port. Chelle provided me with fantastic service and all the financial options. I ended up with a great rate and facility and couldn't be happier with the process.

Rob

Re-structuring an investment property loan was a frustrating and long drawn out process until Chelle from LoanPort stepped in to help find a workable solution to switch it back to an IO loan. She was very professional and provided realistic timeframes on managing various expectations from me as the client and the Banks.

I would highly recommend Chelle for her persistent and diligent work. Thanks once again Chelle.

Peter – Relieved Borrower!

I would like to commend Chelle for her professionalism during the entire process of helping us purchase our first property. Chelle was always pleasant, helpful and sincere. Nothing was too much trouble. Her follow up is phenomenal and always in a timely manner. She was always there irrespective of day and time and worked to our schedule throughout for which we are very grateful.

We would recommend Chelle to our friends and would be more than happy to use her services again.

Tazeen & Shehryar

Our company already had a relationship with another finance broker, however when purchasing another company vehicle recently an associate recommended we talk to Chelle. I am glad we did. She sourced a very competitive deal, we were kept informed at every step and the whole experience was seamless and efficient. We found her service so refreshing she is now reviewing the personal lending for several staff as well. I would recommend her without hesitation.

Sean

We can't express our gratitude enough for the hard work Chelle put in to secure our loan so that we could buy our dream property in the south west of WA. For us this was our dream for retirement and meant the coming together of our lives as we had only recently been married.

The loan was complicated by the need of the vendor to have a sale without a "subject to sale" from the buyer. Chelle worked a miracle and secured a bridging loan so that our dream could come true. Chelle worked tirelessly at any time of the day or the week to assist us in achieving our goals.

Her knowledge of the industry and likely available products from the banks enabled a reduced time frame in securing our requirements. We would highly recommend Chelle for any of your financing needs.

Jude and Ken

Thank you Chelle for your guidance and professionalism in securing the loan for our new home. I really appreciated your patience, enthusiasm and going above & beyond considering this one was a little complicated.

Whenever my next need for financing is, I certainly will be coming to see you.

Thanks again.

Claude

In the past we have used quite a few Brokers to assist us with obtaining finance. In most cases this had not been a pleasant experience. We had loans all over the place and needed some additional Finance and to consolidate our loans. A friend recommended Chelle and we thought we would give her an opportunity to have a look at our finances. We found Chelle to be very knowledgeable and extremely easy to understand from the very beginning. She was completely up front with us and always kept us informed all the way through the process. We received very personable service from Chelle and would have no problems in recommending her to all of my friends - in fact I already have. We appreciate all Chelle's assistance and patience on what was a difficult purchase. Thank you Chelle and we look forward to dealing with you in our future ventures.

Ben & Nat

We'd been recommended to talk to Chelle when purchasing our home. Her service is impeccable, prompt and always delivered with a smile. Her knowledge, professionalism and ability to "think outside the square" to secure our complicated purchase and settlement was outstanding. We will now also be recommending her to everyone we know. Thanks so much Chelle.

Jessika

I really don't have enough words to thank Chelle for helping buy my first home on my own! As a single Mum, I didn't know if it was possible, and I did start this journey on the wrong track! I spoke to another mortgage broker, and a friend recommended Chelle to me. Thank goodness! I almost made a very costly mistake.

Chelle helped me with all the information I needed to make the right decision for my situation, and did absolutely all the hard work to get me the best deal possible. All with a smile and a laugh, which really helped when I was very nervous about my investment.

I can't recommend Chelle enough! I am so happy with my home for myself and my kids... our future looks a lot more positive thanks to her help.

Amanda - proud new home owner!

Chelle, I just wanted to take the time to say thank you. Nathan and I really appreciate your efforts in helping us finance our investment property. The process and overall experience was far less stressful than expected! You explained everything clearly to us and therefore no surprises! Excellent outcome and great rate. Thanks for everything Chelle, you can definitely do the next one.

Sue & Nathan

Chelle, thank you again for your advice and assistance on what was a complex financial negotiation. You had the knowledge, skills (and patience) to see it through. You really took the time to listen and understand and then presented the most fit-for-purpose solution that aligned with our overall financial goals. You kept us informed at all stages of the process, and your positivity, commitment and ability to get us what we wanted was brilliant. We would recommend you without hesitation.

Matthew

Chelle was very helpful in securing finance for me, organised the best deal in the market and made it happen very quickly! I was very thankful for her friendly, efficient service. I would recommend her to organise home, car or refinancing solutions to anyone.

Sharon

Overall, a great experience considering how stressful re-mortgaging / buying can be. Chelle made it all super easy to understand and follow, even for a novice investor / buyer like myself. All the hassles were taken away from me and everything was explained thoroughly. Communication during the whole process was impeccable.

Cameron

Chelle's service was simply brilliant. Her industry knowledge; attention to detail and prompt communication (and necessary nagging!) enabled not only for her to obtain finance for me (a rather challenging case, I'm afraid); but the application was so thorough that unconditional finance was approved in seven days. Truly remarkable! I have bought and sold numerous houses over the last 20 years and have always engaged a mortgage broker. Hands down, Chelle has been the best. I have been astounded at the level of organisation, investigation and advocacy that she has provided for me through this process. I could not recommend Chelle higher.

Tanya

It was the first time I used Chelle and I was very impressed by her due diligence and professionalism. Her flexibility and availability made it a much smoother process and I would recommend her to anyone looking to purchase a residential property.

Jak



Chelle's expertise, dedication, and personalized approach ensured that our financial needs were met with precision finding us the perfect product from the right institution. Her attention to detail, clear communication, and thorough updates throughout the process made it a seamless experience. Her professionalism is matched by her warm and friendly demeanour, making the entire experience an absolute pleasure. She took the time to listen attentively to our concerns and questions, patiently addressing each one and providing clear explanations. Her ability to simplify complex financial concepts and make them easily understandable was truly commendable. Finally, a Finance Broker that works hard for the Client rather than for themselves or the Banks! We highly recommend Chelle to anyone seeking a topnotch finance broker.

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