

Category	CoreCrew	LifeLite	Assist (FlexFlow)	Steady Assist
Service type	Full-time managed support program	Part-time dedicated support (set days)	Daily part-time support (fixed shift)	On-demand, task-based support
Best suited for	Growing brokerages needing long-term, structured support	Brokers wanting flexible part-time help without full-time commitment	Brokers needing consistent daily workflow support	Brokers needing quick help during busy periods
Support officer	Broker Support Officer (BSO)	Broker Support Officer (BSO)	Support Officer	Mortgage Support Officer
Resource allocation	100% dedicated to your business	Shared across 2 businesses on different days	Shared across 2 businesses on fixed AM/PM shifts	Assigned per task (FIFO basis)
Weekly availability	6 days per week	Minimum 2 full days per week	4 hours per day, 6 days per week	As required
Start time	~2 weeks after BSO selection	Within 7 days	Within 7 days	Immediately after agreement
Onboarding / induction	3-week structured induction	Light onboarding	Light onboarding	No onboarding required
Broker training required	Minimal	Moderate (process sharing)	Moderate (process sharing)	None
Management & oversight	✔ Team Leader oversight ✔ Monthly quality checks ✔ Monthly scorecards	✔ Team Leader oversight	✔ Team Leader oversight	✘ Task-only (no ongoing management)
Performance tracking	Monthly & weekly scorecards & reviews	Task tracking via CRM / Tracker	Task tracking via CRM / Tracker	Email updates per task
Task flexibility	Very high	High	High	Limited to predefined task menu
End-to-end processing	✔ Yes	✔ Yes	✔ Yes	✔ Limited (per task eligibility)
Complex loans	✔ Supported (training dependent)	✔ Supported	✔ Supported	✘ Limited loan types - if available
Construction loans	✔ Yes	✔ Yes	✔ Yes	✘ Limited if available
Licensed broker work	✘ Not permitted	✘ Not permitted	✘ Not permitted	✘ Not permitted
Daily reporting	As agreed during onboarding	As agreed	As agreed	Task completion emails
Communication tools	Email, Google Chat, Teams, Slack, CRM	Email, Chat, Teams, Slack, CRM	Email, Chat, Teams, Slack, CRM	Email only
Operating hours	Business hours (offshore)	Business hours (offshore)	Business hours (offshore)	7:00 AM–5:00 PM IST / 11:30 AM–9:30 PM AEST
Public holidays	No billing on AU public holidays	No billing on AU public holidays	No billing on AU public holidays	No billing on AU public holidays
End-of-year period	Works as scheduled unless on leave	Works as scheduled	Works as scheduled	Available as per task submission
Leave coverage	✔ Yes	✔ Yes	✔ Yes	✔ Yes (task-based)
Billing model	Fixed monthly fee	Pay per day	Pay per day	Pay per task
Billing frequency	Monthly (in arrears)	Monthly (in arrears)	Monthly (in arrears)	Monthly (in arrears)
Invoice method	Via aggregator invoice	Via aggregator invoice	Via aggregator invoice	Direct debit invoice
Onboarding / joining fee	✔ Yes	✔ Yes (once only)	✔ Yes (once only)	✘ None
Minimum term	Ongoing program	No minimum	No minimum	None
Exit notice	As per agreement	24 hours	24 hours	Not required
Scalability	Excellent (long-term growth)	High	Medium	Ideal for overflow
Key advantage	Fully managed, dedicated resource	Flexible part-time without lock-in	Daily consistency without full-time cost	Fast, no-commitment support