

Universal customer portal transforms digital customer experience through self-service



Pepper Money offers a fresh alternative to traditional lenders. Their flexible credit approach helps more Aussies access home, car, personal, equipment and asset finance loans.

The challenge

Pepper Money had a different customer portal for each loan type; meaning a customer with a mortgage, car and personal loan would need to access three different platforms to manage their loans; each with a different login and user interface. Pepper Money sought to design a best-in-class digital experience by unifying their platforms into a sleek and easy to use customer portal.

The solution

my.peppermoney is a universal customer portal, allowing customers to manage all their loans on one platform. Through enabling self-service, customers have more visibility and control over their loans than ever before and can now undertake many actions online instead of needing to call.



Increased customer satisfaction: customers can now self-service and manage all their loans with one login.



Improved customer acquisition: the platform enables future cross-sell opportunities through unified customer records.



Reduction in inbound calls: online self-service allows for customer service to focus on customer care and value-add.