

ROYALS

CLIENT: Athena Home Loans
TITLE: THE CALL – NO FEES
LIVE DATE: 14 October, 2019

SFX: Ring, ring

Call centre: *Thanks for calling [BEEP] bank.*

Customer: Oh hey, I've just found a new fee on my home loan statement.

Call centre: Yeah, that's the administration fee.

Customer: No, that's always been there...

Call centre: Oh, maybe it's the servicing fee.

Customer: No...

Call centre: Maybe it's the pool cleaning fee.

Customer: I certainly hope not!

Call centre: The account keeping fee?

Customer: You know, this is getting a bit ridiculous.

Call centre: The Christmas party fee.

Customer: If there is a Christmas party fee, I don't think I should be paying it!

Call centre: I think that's Barry's fee. He got a bonus this year... we have to give a fee for Barry.

Customer: I think it's a [BEEP] fee, if you're asking me.

Call centre: Well there's no need to be abusive, there's a fee for that too.

Hero VO: Athena Home Loans don't charge any fees, We prefer you to use your money to pay off your home loan faster. Go to Athena.com.au to find out more and see how much you could save.

Athena, Love us and leave us.

Standard credit criteria, terms, conditions and government charges apply.

