

Nomination: 19803

Saurabh Arora

Page: General Information

Name of Organization / Company

Eminence Finance Group

Logo

Download File (https://asiastevieawards.secure-platform.com/file/30416/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUIkIjozMDQxNiwiYWxsY3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImInb06ZFbPCaWbbbc?EFG%20Logo%20simple%20New_edited_edited.webp)

Web Site Address

<https://www.eminencefg.com.au/> (<https://www.eminencefg.com.au/>)

Page: Entry Information

Entry Title

Saurabh Arora

Category

X01 - X15 - Individual Professionals > X05. Most Innovative Finance Executive of the Year

Submission Format

An Essay of up to 625 Words

Essay

The Australian mortgage industry is ripe for innovation. In a highly competitive and transactional sector, radically transformed by technology, clients often face frustration and confusion. Simply navigating the complex lending landscape, overrun with impersonal communication and slow processes adding to their stress, can be overwhelming. Saurabh Arora (Sab), founder of Eminence Finance Group (EFG), recognises this challenge and has responded with a truly innovative approach: proactive client care.

Sab's journey to becoming an innovative finance executive is marked by resilience, dedication, and a deep understanding of the industry. His career began in India, where he gained 10 years of international banking experience, working his way up from a bank teller to a branch manager. This foundation provided him with invaluable insights into client needs and the inner workings of the financial system.

Immigrating to Australia in 2016, Sab faced the challenge of starting anew. He joined ANZ as a mobile lender, quickly rising to become one of the top 5 performers in the country. This experience further honed his skills and solidified his understanding of the Australian mortgage market.

However, Sab's drive to innovate stemmed from a more profound experience. In 2004, he was involved in a serious accident that left him bedridden for months. This period of isolation instilled in him a deep appreciation for human connection and the importance of empathy and support. This experience shaped his approach to business, driving him to create a company where clients feel heard, understood, and valued.

Launched in February 2023, EFG embodies Sab's vision for a client-centric mortgage broking experience. He developed a proactive client care framework that prioritises clear communication, efficient processes, and personalised solutions. This approach has resonated with clients, as evidenced by EFG's impressive achievements:

98% client retention rate: This demonstrates the strong relationships EFG builds with its clients.
Significant portfolio growth: EFG's client base and portfolio value have grown rapidly, indicating the high demand for their services.

Positive client testimonials: EFG consistently receives positive feedback from clients who appreciate their proactive and personalised approach.

Sab's innovative leadership extends beyond client care. He is committed to ethical business practices and social responsibility. EFG supports the Narayan Seva Sansthan, a charity providing education and support for disabled children in India, reflecting Sab's family's long-standing commitment to philanthropy. EFG also actively engages with the local community through sponsorships and participation in local events.

A true leader, Sab is passionate about mentoring aspiring entrepreneurs, guiding them through the complexities of the finance industry. He provides valuable insights and support, ensuring they have the knowledge and tools to succeed.

Sab's innovative achievements are a testament to his unique blend of experience, expertise, and empathy. He has successfully combined his deep understanding of the finance industry with a client-centric approach, setting new standards for service and transforming the mortgage broking experience.

Key Achievements:

- Launched the business in February 2023 with zero clients.
- By October 2024, has 174 settled clients with a book value of \$91 million.
- Overall portfolio growth of 217%.
- Pipeline of 204 clients with a potential value of \$103 million.
- Finalist in the AFG Awards for Broker of the Year in its first year of operation.
- Listed in the top 50 brokers in Victoria, amongst 1200 in the region.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements since July 1 2022, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

Credits

Do You Have Supporting Files You Would Like to Upload?

Yes
Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)
200 MB Max per File

File 1



File 2

No File Uploaded

File 3

No File Uploaded

File 4

No File Uploaded

File 5

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File 6

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File 7

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File 8

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File 9

No File Uploaded

File 10

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Do You Have Website URLs you would like to link to

No

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