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We've Appointed Hein Eksteen to Head of Account Management & Support

We're pleased to announce the appointment of Hein Eksteen to the newly defined role of Head of Account Management & Support at finPOWER.

Hein will lead both the Account Management and Support functions across our finPOWER Connect customer community, more than 400 lenders across Australia, New Zealand & the Pacific Islands operating across private lending, non-bank, consumer, asset and commercial, and non-profit and government segments.

For those unfamiliar with finPOWER Connect, it's loan origination, management and investment software that supports lenders across the full lending lifecycle. That includes our Loan Origination Software (LOS) for pre-qualification through to approvals, our Loan Management Software (LMS) for servicing, collections and repayments, and our Investment Management Software (IMS) for investor onboarding, distributions and portfolio management.

Hein's focus in this role will be on strengthening long-term lender partnerships, supporting workflow optimisation across Connect, and ensuring our software configuration continues to align with each customer's operating model and strategic objectives, subject to lender configuration and internal policies.

This appointment reflects something we've been deliberate about: account management at finPOWER is built as a partnership model. Our dedicated Account Managers work alongside lenders to review performance, surface optimisation opportunities, and ensure Connect continues to support evolving lending strategies, not just at implementation, but throughout a lender's growth.

> "Hein understands **what lenders actually need from their software partner.** He is making sure every customer on Connect has the strategic support to get the most from it, **not just at go-live, but as their business grows and changes**."

As lending environments grow more complex, with shifting compliance obligations, increasing integration demands, and pressure to scale efficiently, we believe structured, strategic account leadership plays a critical role in long-term success. Hein's appointment is our commitment to that.

Author
Tabitha Faulkner
Marketing Executive
finPOWER