

# BROKER INFORMATION SHEET.

## FOR INTERMEDIARIES

- **The applicant has received their Offer, but the legal adviser has not received their hard copy. When will this be issued?**

We do not issue hard copies of Offers to legal advisers by post, all legal advisers are provided with an electronic instruction via our Panel Manager LMS web portal.

- **The legal adviser has received an Offer via the portal but have not yet received an instruction to act in this matter?**

It is the responsibility of the applicants to ensure they have contacted their chosen legal advisor directly and instructed them to act on their behalf. We can only instruct a legal advisor to act on our behalf and our instructions will be provided to them.

- **My applicant's Offer is due to expire, can this be extended?**

All extension requests are considered on a case-by-case basis, if an Offer is due to expire before Completion you can request a review for extension by adding a note to the broker portal or by contacting us directly on **0344 257 0416** between **9am and 5:30pm Monday to Friday**.

Submitting an extension request is not guaranteed and may require updated supporting documentation or require us to undertake an up to date credit search. Each request will be reviewed by an underwriter who will notify you of our decision directly and any supporting documents that may be required.

- **My applicant wants to change legal advisors, is this acceptable?**

Yes, applicants may select an alternative legal advisor if they wish, however, you must ensure that the chosen firm is a member of our approved panel. You can verify this by visiting our website [themortgagelender.com/essential-resources/conveyancing](https://www.themortgagelender.com/essential-resources/conveyancing).

As a result of this request, it may require an up-to-date credit search. This will be reviewed by an underwriter who will notify you of our decision directly.

- **The Mortgage Offer has noted that there is a requirement for a re-inspection when will this be carried out?**

If an Offer has been conditioned for re-inspection, you must notify us as soon as the Property has been fully constructed and is habitable. We will instruct our valuer who will contact the applicant / agent / builder directly to arrange a suitable appointment date. We will require a minimum of 10 working days' notice prior to Completion.

- **When will I receive my procuracy fee?**

All procuracy fees are paid within 7 Business Days from Completion. If you are part of a network or mortgage club, procuracy fees will be paid to them.