

RE-MORTGAGE WORKFLOW

1. **Receive Client Information Sheet from broker by email or fax.**

Check information complete.

If not complete

- Email broker requesting outstanding information.

If complete

- Email and ring broker “thank you” and remind broker to send original documents as below.
- Ring/email client to introduce case handler and confirm receipt of instructions
- Set up file

2. **Receive from broker by post**

- *Certified copy ID documents*
- *Original Power of Attorney (Optional)*
- *Original letter of authority to existing mortgagee signed by client*

On receipt of docs

- Carry out additional on-line ID check (as not meeting client personally)
- Send in the post to client
 - Client care letter
 - Ts & Cs
 - Website login details, username and password
 - Flow chart
 - Prepaid envelope for return of Ts & Cs
- Request redemption statement from existing mortgagee

3. **Receive signed Ts & Cs from client and credit or debit card details for disbursement payment**

4. **Receive mortgage offer and mortgage deed**

- Obtain
 - Office copies of registered title to client's property
 - Official search

- Bankruptcy search(es)
- Email/ring broker if any matters arising from search results e.g. further mortgages not disclosed by client, bankruptcy orders etc
- Take any necessary action following discussion with broker
- If applicable, sign mortgage deed pursuant to Power of Attorney
- If no Power of Attorney, send mortgage deed to client to sign

5. Receive redemption statement from existing mortgagee

- Prepare completion statement
- Email completion statement to
 - broker and
 - client
- Obtain approval of completion statement and proposed completion date from client
- If no Power of Attorney, receive signed mortgage deed from client
- Request mortgage advance
- Request any balance required from client (may not be necessary)

6. Receive mortgage advance from lender (and balance from client, if required)

Complete

- Redeem existing mortgage(s)
- Email/ring broker to confirm completion
- Email/ring client to confirm completion
- TT balance mortgage money to client
- Obtain broker bank account details
- BACS arrangement fee and broker administration & marketing fee to broker
- Submit to Land Registry application to discharge previous mortgage and register new mortgage

7. Receive completed Land Registry documents

- Email copy of register entries to client