

BM Conveyancing closure - Broker FAQ

Q. Can I still register for BM Conveyancing?

A. No, new registrations will not be accepted after the weekend of 23/24 June 2018.

Q. What is the last date I can produce a quotation?

A. The last date the BM Conveyancing system will generate a quotation will be Thursday 6 September.

Q. Will I be able to place any instructions after Thursday 20 September 2018?

A. No, BM Conveyancing will be closed to new instructions from Thursday 20 September 2018. Alternative conveyancing service providers are available.

Q. What will happen to quotations which have not been instructed?

A. Any existing quotations will need to be instructed prior to Thursday 20 September 2018. After this date no new instructions will be accepted including existing quotes.

Q. What will happen to pipeline cases I have already instructed?

A. These will be managed through to completion by the BM Conveyancing team as normal.

Q. Will I still get paid my referral fees for pipeline business?

A. Yes, referral fees will continue to be paid on any pipeline cases that complete even if completion is after Thursday 20 September 2018.

Q. Who do I contact to chase up a referral fee payment?

A. In the first instance contact the BM Conveyancing helpdesk on 01844 265386 or alternatively speak to your BM Solutions Business Development Manager.

Q. Will I/my customer still receive case progression updates after Thursday 20 September 2018?

A. Yes, the normal BM Conveyancing post-instruction service, including case progression updates and case tracking will continue as normal until all pipeline cases have completed. Brokers and customers will also be able to contact the helpdesk on 01844 265386 if required.

Q. Will I/my customer still have access to online case tracking after Thursday 20 September 2018?

A. Yes, the normal BM Conveyancing post-instruction service, including case progression updates and case tracking will continue as normal until all pipeline cases have completed. Brokers and customers will also be able to contact the helpdesk on 01844 265386 if required.

Q. Will I/my customer still be able to contact the BM Solutions Conveyancing help desk after Thursday 20 September 2018?

A. Yes, the normal BM Conveyancing post-instruction service, including case progression updates and case tracking will continue as normal until all pipeline cases have completed. Brokers and customers will also be able to contact the helpdesk on 01844 265386 if required.

Q. If my customer wants to re-instruct after Thursday 20 September 2018 because they've found a new property for example can they do so?

A. No, BM Conveyancing will be closed to new instructions from Thursday 20 September 2018 and this includes re-instructions. An alternative service provider will need to be found in these cases.

Q. Who do I contact if I have a complaint?

A. If your complaints relates to the closure of the BM Conveyancing service, please contact your BM Solutions Business Development Manager to discuss. If your complaint relates to a specific BM Conveyancing instruction, please contact the helpdesk on 01844 265386.

Q. Who do I contact if I need information on an older BM Conveyancing case which has previously completed?

A. You'll retain access to completed cases through your existing BM Conveyancing log-in, so you can continue to self-serve this information post withdrawal. Alternatively the BM Conveyancing helpdesk will also be available on 01844 265386.

Q. Can you recommend an alternative conveyancing service provider?

A. No. United Legal Services have supported the BM Conveyancing service since launch and have their own branded service in eConveyancer, but other service providers are also available and you should choose a service provider that meets your business needs.

Q. Does this mean the BM Solutions BTL Free Legals service will finish?

No. The BM Solutions BTL Free Legals service is completely separate from BM Conveyancing and will continue to be provided on qualifying BM Solutions remortgage products.

Q. Why are you closing the service?

A. This decision has been taken to simplify the BM Solutions proposition and focus on its core business of BTL mortgages. Following recent changes in the BTL market, this change will allow us to provide increased levels of support to our Intermediary partners.

Q. Is BM Conveyancing being replaced with a different service?

A. No. BM Solutions will continue to focus on BTL mortgage business and no longer provide a conveyancing service from Thursday 20 September 2018. Alternative service providers are available.