

# legalpanel

## Intermediary Guide

We have decided to closely manage our legal panel to four firms, operating in England, Wales and Scotland. This guide explains why we have chosen this approach and what it means when considering legal representation for borrowers.

### **Why is there a managed panel?**

We have decided to adopt a controlled panel of lawyers in order to ensure our interests are always fully protected and to enable a close working relationship to be built up with a small panel of lawyers.

### **What does this mean in practice?**

We will require one of our panel lawyers to act for us in each mortgage offer. We will select which firm to instruct on each case, at our discretion. All the panel lawyers have agreed to a core fee scale, which is available on request.

### **Which firms are on our panel?**

There are three firms in England and Wales and two firms in Scotland:

- Goldsmith Williams (England & Wales)
- Convey Law (England & Wales)
- Irwin Mitchell (England, Wales & Scotland)
- Your Conveyancer (Scotland only)

### **Do the borrowers have to use our panel?**

We will assume joint representation unless we are informed otherwise.

The borrower may choose to use their own lawyers to represent them. If this is the case, we will still instruct one of the panel lawyers to act for us but only on a separate representation basis.

It is important to note that in this case there will be two sets of legal fees for the borrower to pay – their own lawyers and the panel lawyers acting for us (unless the borrower is taking out our fees assisted remortgage product, in which case the borrower will only be required to pay their own lawyers' costs).

If the applicant chooses their own solicitor the practice must have three or more partners within the same office and be registered with the relevant Law Society.

Please note all lawyers charge for additional services and you will need to enquire with the relevant firm what those extra charges could be depending on the type of case. There may also be a

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requirement for the borrower to pay an upfront fee in respect of costs such as local searches, unless we are covering those costs under our fees-assisted remortgage product.

### **What legal fees are payable under our fees-assisted remortgage product?**

If a borrower taking out our fees-assisted remortgage product opts to use our panel lawyers on a joint representation basis, we will cover the costs of the standard legal work to remortgage the borrower's property. If the borrower decides to use their own lawyer, they will have to pay their own lawyer's costs.

Additional legal work, such as a transfer of equity or voluntary registration, will not be covered by us and those costs are therefore payable by the borrower.

### **What happens if my clients wish to discuss the service of the panel firm?**

All lawyers have obligations to provide a professional service to their clients. All lawyers also are required to have a complaints process in the event that their service standards fall short. This information will be provided by the firm at the start of the transaction.

If the borrower decides they wish to use their own lawyers to act for them then there is no contractual relationship between the borrowers and our panel firm and therefore any communication including any complaints would need to be directed towards the borrower's lawyers and not our lawyers.

### **Contact details**

Please contact your Key Account Manager for any enquiries about our legal panel. Contact details can be found on our website [or by clicking here](#).

[www.themortgagelender.com](http://www.themortgagelender.com)

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