

# REMORTGAGE CONVEYANCING JOURNEY

## 1 File Opened



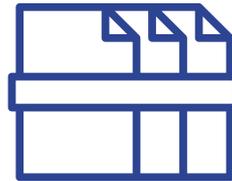
Upon instruction we will open your file and pass it to your dedicated case handler

## 2 Documents Sent Out



We will send you our welcome pack via email or post, whichever you would prefer

## 3 Complete Forms



Once we receive your completed forms we can then start work on your file

## 4 Mortgage Offer Received



We will receive your mortgage offer from the lender and update your file accordingly

## 5 Redemption Offer Received



We will receive your redemption figure from your existing lender which we will send to you for your acceptance

## 6 Pre-Completion Check



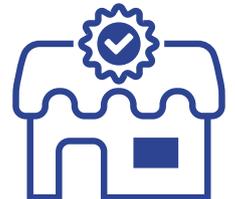
Your case handler will ensure all the legal requirements are in place for completion

## 7 Final Legal Check



We will check your file to ensure all is as it should be

## 8 Confirm Completion



We will contact you and advise that completion has taken place and will update your file

## 9 Completion Statement Sent



We will send your completion statement which will detail all the costs associated with your transaction

## 10 Provide Feedback



Please let us have your comments on our service provided, we collect reviews online via Trustpilot and Google