

Legal & General Mortgage Club provides COVID-19 FAQs for all advisers

Legal & General Mortgage Club is providing all UK advisers with a dedicated COVID-19 FAQ page. The hub offers Club members and non-members the latest information from around 90 lenders on changes to their application requirements, as well as advice on areas of potential difficulty during the crisis. The resource has been created in light of the ongoing disruption caused by coronavirus and the government's social distancing guidelines.

The FAQs are free to view on the Club's website and have been designed to help ensure all advisers can keep their businesses running as smoothly as possible while they respond to the disruption caused by the coronavirus crisis. Alongside details of lenders' electronic ID&V capabilities, automated verification models (AVM), desktop valuation options and criteria changes, the FAQs also include information on how advisers can best manage day-to-day responsibilities, including communication with providers, clients, relationship managers and Club staff. Details on procurement fees and Legal & General Mortgage Club events can also be located on the page.

Since launching the COVID-19 FAQs, Legal & General Mortgage Club has tracked over 2,500 unique visitors to the site, which is also recording a 40% return rate. Of those visitors, 65% have directly engaged with the content, either navigating to associated resources on the Club's site, or to a partner location.

Legal & General Mortgage Club will also be announcing a revised events schedule, which will include details of new dates and locations for events which have been affected by the coronavirus outbreak.

<https://www.legalandgeneral.com/adviser/mortgage-club/news-and-insight/corona-update/>

Kevin Roberts, Director, Legal & General Mortgage Club: "The disruption caused by the coronavirus crisis is impacting us all. However, providing support and guidance to our members at this time remains a core objective for the Club and we're committed to ensuring we do so to the best of our ability. Our COVID-19 FAQs represent another important step towards meeting that aim.

"By providing advisers with clarity and direction, we can continue to ensure customers receive the highest-quality service during this challenging time. As one of the oldest mortgage clubs in the UK, we remain resilient in the face of difficulty and will continue to offer the most up-to-date and relevant information, tools and guidance through free to access services, such as our FAQs and SmartrCriteria tool."

FURTHER INFORMATION (JOURNALISTS ONLY)

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NOTES TO EDITORS

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