



Your guide to
Remortgage.



National **Firm.** Local **Values.**

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You've decided to remortgage, so let's get everything sorted as quickly as possible!

With over 30 years of experience dealing with remortgaging GWlegal have a fantastic team of legal experts in place to make your remortgage progress smoothly and efficiently.

A remortgage is where the owner of a property is changing from one lender to another. It can be a bit confusing, that's why it's really important to have the best in the business helping you along and making the whole process as simple and as straightforward as it can be.

By trusting your remortgage to GWlegal, you'll get:

- The whole process explained from the start
- Friendly and knowledgeable staff who are available 9.15 – 5.15 Mon - Fri
- Fixed costs, so no nasty hidden surprises.

With the help of this brochure, we'll take you step-by-step through your remortgage.

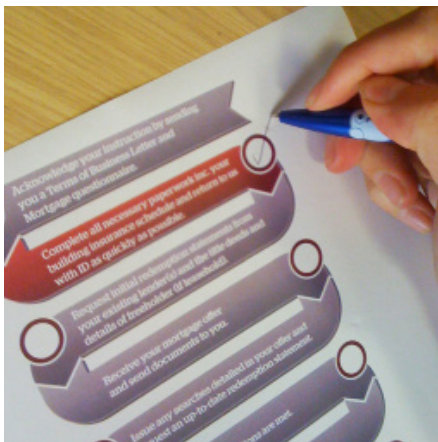
The first section explains what happens in the remortgage process, outlining what you need to do and what we'll do for you.

The second section, contains general terms and conditions as well as specific ones relating to your remortgage such as how we use your information, our complaints procedure and information about fees.

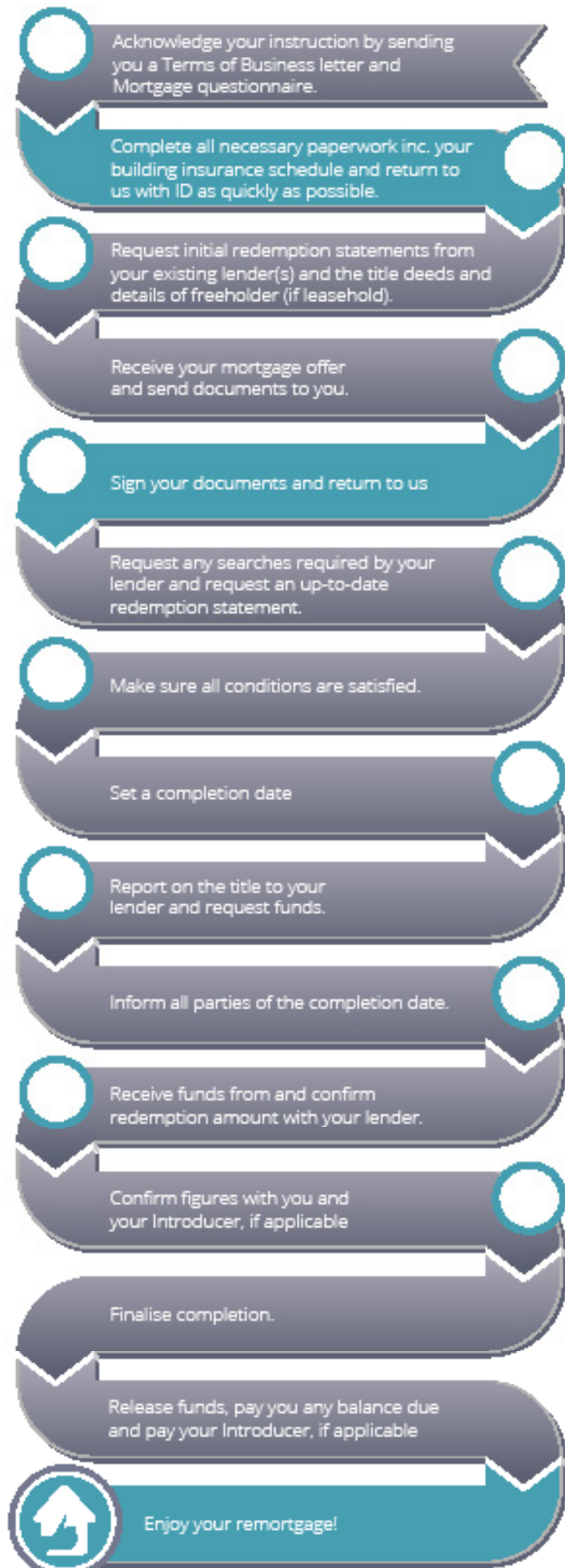
We appreciate that there is a lot of information to take in, but please take the time to read it all. It could be instrumental in helping you remortgage sooner.

The Remortgage Process: Summary

To make things easier, next to each step there are some circles, so you can mark each one off every time you move a step closer to your remortgage. It's simple; every step highlighted in teal involves you and everything else you can just leave to us.



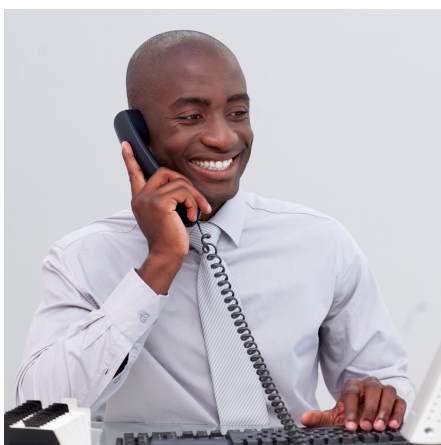
For more information about our arrangement with your Introducer, please read the referral paragraph in our Terms and Conditions which are located at the back of the brochure.



There are 3 key areas that you need to know about and understand – because they involve you. All the other, complicated stuff, you can just leave to us.

Signing the mortgage deed

Some lenders require you to sign your mortgage deed in front of a solicitor. Any local solicitor can witness this, though some may charge a small fee. You will need to take photographic proof of identity with you.



Receiving your funds

Once the transaction has been completed, we will forward any remaining balance to you. This will be net of any fees, disbursements and VAT that have been incurred during the process.



Confirming the details

When we receive your mortgage offer, we'll send you the details and conditions of your mortgage. It is important that you read these in detail and ask your Introducer if you are unsure about any of these conditions.

With regards to the redemption figure (the final figure to settle your previous mortgage inc. all charges and interest), we'll assume the figure we receive from your existing lender is correct (we do not have the facilities to check these figures or know whether any penalty or added interest is justified). If you are in any doubt, then you must ask the lender directly to check their figures before completion. In any case, you should never cancel any standing order or direct debit to your lender until we confirm the loan has been cleared and any charges have been paid in full.

Identification

We must check the identity of all our clients under the Money Laundering Act 2007 for any regulated work that we do. We do this by obtaining Photo ID and Proof of Residence identification.

For the majority of clients using the services of an Introducer, their Introducer will provide us with the appropriate documentation. There may be a small number of cases in which we still need to ask you to provide us with original ID.

If you have come to us directly, we will require you to send us original ID through the post.

We will also need to carry out an additional electronic check of your identification. This is because we have not met you face to face and we want to make absolutely certain that you're not the victim of mortgage fraud.

We take fraud very seriously and incorporate many anti-fraud measures into our procedures. We hope you feel reassured by our approach.

There may be rare exceptions to the above but we'll let you know as soon as we can if that's the case.



Our requirements are as follows:

We require one of the following forms of identification per person from list one and two from list two here:

Important

Any photo ID must be clear and legible otherwise you may be required to resubmit.

Any proof of residence identification must be dated within 3 months of the file instruction.

Please ensure when sending or returning items by Special/Recorded Delivery, your full reference number is quoted on the envelope.

List one: Photo I.D.

- Valid passport
- Valid photo driving licence with current address
- A current, signed passport issued by a Non EEA Country with either a passport stamp or a letter from the Home Office giving an indefinite right to reside in the UK.

List two: Proof of Residence

- Utility bill
- Bank or credit card statement
- Official government/ agency correspondence



In addition to our remortgage fees you will need to pay all or some of the following disbursements:

- Local Search facility fee
- Land registry fees
- Official copies fee
- Bankruptcy search fee
- Official search fee

Also you may also need to pay some or all of the following:

- Telegraphic Transfer
- Buy-to-Let fee
- Leasehold properties fee
- Deed of postponement fee
- Indemnity premium
- Electronic Identification Fee
- Transfer of Equity fee

We will advise you of these costs when necessary. You can also ask a member of staff to confirm your costs at any point during your case.

Depending on your remortgage, there may also be a need for additional searches to be carried out. This may include environmental, local and drainage searches (fees vary).



In some instances, specific rules and requirements may apply.

Examples include:

- Removing a Co-owner:

This is where you currently own a property with someone else and you wish to buy them out and would require a Transfer of Equity.

In a case such as this, you will be taking out a new mortgage just in your name. We can only act on your behalf; your co-owner will need to take independent legal advice.

If the situation has arisen because of a divorce and you have separate solicitors acting in this matter, please tell us as soon as possible so we can liaise with them.

- Voluntary Transfer Indemnity Policy:

Your new lender may require us to take out a policy to protect them in case you (and/or your co-owner) are declared bankrupt within 5 years of transferring the property to you. The cost of this policy is £160.

Please note: this policy protects the lender only, not you.

- New Co-owner:

If you are the sole owner of the property and wish to add another person to the deeds, you may need to get the agreed transfer documents witnessed by an independent solicitor.

The current owner must sign a statement which states they understand the steps being taken and that the transfer is not being done to prejudice any creditors.

The new co-owner can get their documents witnessed by anyone with the exception of family members.



Amber Searches Limited

We arrange searches and/or insurance products via a company called Amber Searches Limited which is a limited company wholly owned by the partners of GWlegal (GW LAW LTD). As a business, Amber Searches Limited does charge for its services and as such there is an element of profit which benefits the partners of GWlegal (Goldsmith Williams). This is a separate business, which means that you do not get the statutory protection that a Solicitors client would have under the SRA Code of Conduct. If you have any concerns about our relationship with this separate business or are concerned that we may not be acting in your best interests

you must take separate independent legal advice.

Amber Searches Limited will regularly review the insurance market to ensure that a competitive premium is being obtained for the policy. This also includes negotiation of terms, cover and premium rate where necessary to ensure that a continuing competitive product is maintained.

As we are acting in your best interests at all times, we do wish to point out that you have a choice either for us to arrange policy(ies) or you are free to arrange them yourself. To do so, you will need to consult an insurance Introducer and

almost certainly you will have to pay a higher premium than that which we are able to obtain.

You may be wondering why we are using a separate company rather than dealing directly with suppliers of specialised search products. The reason is that we believe that doing so provides a better and more efficient service for you as the company is a specialist in negotiating and processing cases on behalf of clients.

Amber Searches Limited carries out several duties in relation to administering the above insurance products. If you would like a breakdown of the processes involved please let us know. Amber Searches Limited is regulated by the FCA under number 308486.

Local Search Insurance

If a local search is required by your new lender, we intend to use our local search facility which, by special arrangement, does not require any payment on account and should be quicker. We believe that our facility is sufficient to protect your interests and provides benefits to you. If you are happy for us to do this then we do not need any payment on account. We will share your details with Amber Searches Limited for this purpose. If, alternatively, you want us to arrange a full local search outside this facility or indeed source a personal search through a third party organization or your lender will not accept this facility, then we will be happy to do so but will have to charge an extra £75.00 plus VAT to arrange this and in addition we will need a payment of £200.00 on account from you by return, payable to Goldsmith Williams. Making these separate arrangements may very well delay us in completing your remortgage but is entirely your choice.

It is important for you to understand however that the benefit of this policy is for your lender only and not for you. This is because you are already living in the property and therefore it is only reasonable to assume that you are already aware of any of the issues that the policy covers having either investigated them through your solicitors when you purchased the property or they have come to your notice as

owner during your occupation. It is because you will not be protected under the policy that the premium for it is low. We are more than happy, having stated the position to be as above to provide you with a copy of the terms of the policy for your information. It may be the case that having seen the policy you may wish to extend the cover to protect yourself against some potential defect. If that is the case then this would be at an extra cost to you and you would need to contact an insurance Introducer who is regulated by the Financial Services Act to act for you as we are not regulated to do so.

Our local search facility covers other potential areas for delay, for example, where the lender requires a deed of gift policy to be put in place. In that event there will be an additional charge made by Amber Searches Limited to place the policy on risk which will include the cost of the search, the premium for the insurance and the admin costs of Amber Searches Limited. As above, we are more than happy to source an alternative facility for you but we will charge an additional £75.00 plus VAT for arranging this on each and every policy. Making these separate arrangements may very well delay us in completing your remortgage but it is entirely your choice. The premium cost ranges between £10.00 and £30.00 which is included in the overall charge of £60.00. The balance of the cost is comprised of administrative costs on the part

of the remortgage fee earner and the management charge of Amber Searches Limited. As it is a business, there is also a profit element on the part of Amber Searches Limited, which is then recharged by GWlegal for their management charges in providing office and other resources to Amber Searches Limited. We will conduct a full investigation of the title to the property and associated conveyances to establish if the title is suitable security for the lender's purposes. Checks are made include a review of the official copies, conveyances, restrictions, covenants as well as a full review of any associated lease to identify the need for a policy and will then liaise with Amber Searches Limited and communicate with the Underwriter of the policy regarding any case specific queries in order to ensure that the policy obtained is fit for the purpose that it is intended.

We are committed to providing excellent service and are continually looking for ways to improve. We monitor our service using client satisfaction questionnaires and feel that the amount of positive feedback we receive from our clients reflects our high standards.



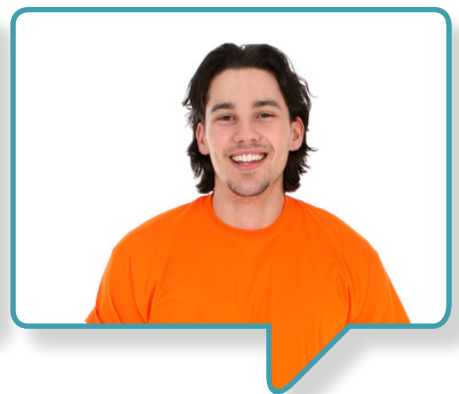
" I found your service very professional, efficient and clear compared to my previous solicitor. I will be recommending you to others "

Mrs Rose, Greenwich



" From start to finish the process was smooth, well co-ordinated and a pleasure to deal with."

Mr Taylor, Liverpool

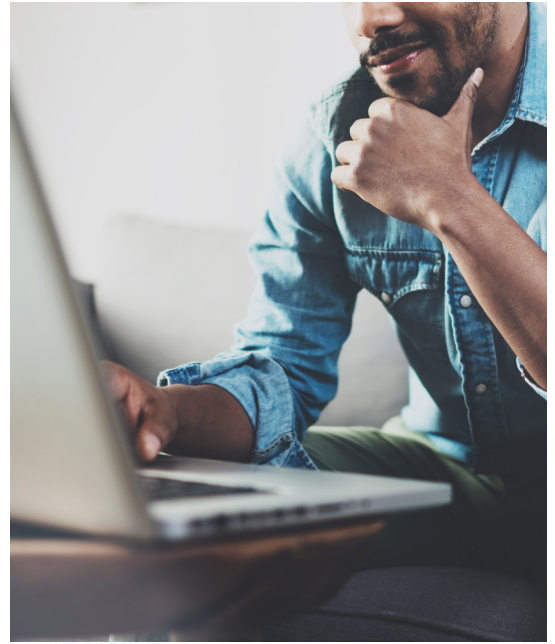


" Very happy with the speedy service and prompt action. A very smooth remortgage"

Mr Mcdermott, Dorset

The GWaccount

Stay up to date with your case as well as upload documents, make payments and ask any questions you have...even when the office is closed with your own GWlegal account.



By creating an account, you'll be able to:

- View and update account details
- View case progress
- Send messages relating to a case
- Make payments relating to a case
- Leave feedback
- Upload documents

We believe that by enabling you to have access to your case and understand the key milestones which have been or need to be completed will not only improve your experience but also help speed up your case.

→ **Set up your account at gw.legal/account**



Everyday Legal

Free legal help from GWlegal

Whilst you need our assistance in your current case, not every legal issue needs the professional advice of a solicitor. Often you can handle the situation on your own – you just need a few pointers.

That’s what Everyday Legal, our free advice service, is all about... equipping you with the right information so you can solve the problem yourself whether it’s reclaiming unfair charges, resolving disputes or wanting to know your consumer rights.

Topics include:

- Energy bill refunds
- How to claim for pothole damage
- Resolving property boundary disputes
- Your legal rights when buying a used car
- Dealing with noisy neighbours.



Everyday Legal is available on our website at gw.legal

Premier Client Club

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At GWlegal, we value loyalty. This is why we created our Premier Client Club – to reward customers who, having already benefitted from our services, come back when they need a solicitor again.



As a member, you'll benefit from all this:

25% off

Standard fees for any future conveyancing or remortgage work*

10% off

Fees for any Wills and Power of Attorney services*

But it isn't just you who can benefit from these discounts!

Recommend family and friends to us as we'll extend these discounts to them too. Now you can't say fairer than that!

Premier Client Club costs just £40 (+VAT) and could more than pay for itself in just one future transaction.

You'll be given the opportunity to join during your current case with us. Please visit gw.legal for more information.

* not including VAT/Disbursements

Recommend a Friend

Impressed by our service? We sure hope so! Then why not recommend us to your friends and family and earn up to £250 for your effort.

How much could you earn?

Service	You get
Conveyancing	Up to £100^
Remortgage	£25
Wills	£20
Personal Injury	£250
Financial Claims (PPI)	£50



It's so easy to recommend us to family and friends. Simply log on or create a GWlegal account by visiting gw.legal. Click on the Recommend a Friend button and simply enter your friend's email address and the service you are recommending. Hit send and off it goes to your friend's inbox.

You can then keep an eye on if they follow your recommendation and take up our services, and ultimately if and when you'll get paid, through your own personal dashboard.

Don't forget, if you're a Premier Client Club member, your relative or friend will also be entitled to discounts on our services*. Might be worth mentioning that to them as an extra incentive!

^Earn £50 for a single sale or purchase case and £100 for a combined sale and purchase case

*Premier client club members and their family and friends are entitled to 25% of our conveyancing and remortgage fees and 10% of our Wills service. Not including VAT and disbursements

If our dedicated team of experts can offer any assistance we'd be delighted to hear from you

 0345 373 3737

 gw.legal



We're a **social** bunch...

- ✓ facebook.com/GWlegalUK
- ✓ twitter.com/GWlegal
- ✓ instagram.com/GWlegal
- ✓ pinterest.co.uk/GWlegalUK

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Registered office as above where a list of members is open for inspection. Authorised and regulated by the Solicitors Regulation Authority under number 636375. Calls charged at national rate.