

Conveyancing - Frequently asked questions

1. Tell me about BM Solutions Conveyancing

BM Solutions Conveyancing is a bespoke intermediary conveyancing service which is a simple, slick and efficient way for you to refer your clients to a conveyancer whilst earning an additional income up to £200 per referral.

2. How do I register for BM Solutions Conveyancing?

Simply visit our website www.bmsolutionsconveyancing.com and click on the link to 'Register'. Please note this is not the same as the 'One Minute Mortgage' registration. Alternatively, you can contact our helpdesk on **01844 265386** who will be happy to help you.

3. Is your conveyancing system easy to use?

Yes! The system provides a quick and easy way to refer your clients at the click of a button. When you have registered, one of our Account Managers will contact you to arrange a brief demonstration of how the system works. This can be completed over the phone at a time which is convenient for you.

4. Can I change the amount of the referral fee I receive?

When you produce a quote for a client it will automatically include a £100 referral fee. The fee is adjustable allowing you to change it to a minimum of £0 or increase to a maximum of £200. Your Account Manager will show you how to do this.

5. How do I choose a conveyancing firm?

Our conveyancing service gives you the option to choose the law firm by location, price or broker/client rating. The client does not need to visit the conveyancers' office, as everything is completed online or by post. Online case tracking is available 24/7 to both you and the client.

6. When will the customer get to know who their conveyancer is?

You can choose the conveyancer at the point of instruction or the firm will appoint one for you. You will be advised of the name and full contact details of your personal contact in your welcome pack which is issued immediately following instruction.

7. How can I get an update on a case?

Once you have registered with BM Conveyancing, you can use your new username and password to track cases online 24/7. You can also elect to receive notification of key milestones by letter and email.

8. If I want to contact the conveyancer, what can I do?

You can find the conveyancer's direct contact number and email address on the system. Alternatively, our conveyancing service has a notes facility which enables both the broker and the client to send information or ask questions to either the solicitor or our helpdesk.

9. What if I need to speak to somebody outside of normal working hours?

We offer extended hours of service in our UK based support centres. You can call us 7 days a week, 8am - 8pm Monday to Friday and 9am - 4pm Saturday and Sunday on **01844 265386**. Alternatively, you can track cases 24/7 online at www.bmsolutionsconveyancing.com

10. What do I do if I or my customer is not happy with the service from the conveyancer?

If you are unhappy with the service provided by the conveyancer, please contact the helpdesk on **01844 265386**. Our service also gives you the option to rate a conveyancer's service and leave feedback.

11. Where will the conveyancer be based?

Our conveyancing service gives you the option to choose the law firm by location, price and / or client rating. If your customer wanted a local law firm you can even add a local solicitor to the panel. However, it isn't essential for a customer to visit their conveyancer as case tracking is available online 24/7.

12. What do I do if I forget my username and/or password?

Please contact our helpdesk on 01844 265386 and they can help you with this query.

13. I am trying to register but the website will not accept my FSA number. What do I do?

The website checks the FSA number you enter against the FSA register, retrieving the registered firm's name. If your number is not accepted, please check that you have entered all details correctly and try again.

14. What if I change firm or my FSA details change?

Simply re-register with your new details for all future cases.