

Please note: This information is intended to provide intermediaries with a single view of lenders current service standards, the data is updated daily, some lenders may provide additional service information that is not displayed

Lender Service Insights Report (Residential)										Mortgage Brain
Last updated: Wed, 02 Dec,2020	Waiting Time					Processing (as reported by lender)		Information last updated by lender	Information Source:	
Average waiting times >	03 Mins 36 Secs			05 Mins 36 Secs		Time to offer	Initial Assessment			
Lender	Case Updates	Sales	General	Live Chat	Wait Time					
ACCORD	N/A	N/A	08 Mins 0 Secs	Yes	Unknown	12 Working Days	24 Nov Received	Unknown	ACCORD	
ALDERMORE	Unknown	Unknown	Unknown	No	N/A	Unknown	5 Working Days	Wed, 02 Dec,2020	ALDERMORE	
BANK OF IRELAND	N/A	N/A	00 Mins 34 Secs	No	N/A	13 Working Days	1 Dec Received	Wed, 02 Dec,2020	BANK OF IRELAND	
BARCLAYS	Unknown	Unknown	Unknown	Yes	Unknown	Unknown	5 Working Days	Unknown	BARCLAYS	
BUCKINGHAMSHIRE	Unknown	Unknown	Unknown	No	N/A	42-56 Elapsed Days	5-10 Working Days	Unknown	BUCKINGHAMSHIRE	
CAMBRIDGE	Unknown	Unknown	01 Mins 30 Secs	Yes	Unknown	5 Working Days	4 Working Days	Unknown	CAMBRIDGE	
CLYDESDALE BANK	Unknown	Unknown	Unknown	No	N/A	32 Elapsed Days	04 Nov Received	Fri, 06 Nov,2020	CLYDESDALE BANK	
COVENTRY	00 Mins 39 Secs	00 Mins 19 Secs	N/A	Yes	00 Mins 23 Secs	14 Working Days	Unknown	Tue, 01 Dec,2020	COVENTRY & DIRECT FROM LENDER	
FAMILY	Unknown	Unknown	Unknown	No	N/A	Unknown	27 Nov Received	Unknown	FAMILY	
FOUNDATION	N/A	N/A	09 Mins 0 Secs	No	N/A	7 Working Days	5 Working Days	Thu, 26 Nov,2020	FOUNDATION	
FURNESS	Unknown	Unknown	00 Mins 30 Secs	No	N/A	23 Working Days	26 Nov Received	Fri, 27 Nov,2020	FURNESS	
H&R	Unknown	Unknown	Unknown	No	N/A	31 Working Days	1 Working Days	Mon, 16 Nov,2020	H&R	
HANLEY	Unknown	Unknown	Unknown	Yes	Unknown	Unknown	Normally 6 Working Days	Unknown	HANLEY	
HODGE	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	Yes	01 Mins 7 Secs	18 Working Days	6 Working Days	Mon, 30 Nov,2020	HODGE & DIRECT FROM LENDER	
HSBC	N/A	N/A	02 Mins 0 Secs	No	N/A	4 Working Days	2 Working Days	Unknown	HSBC	
IPSWICH	Unknown	Unknown	Unknown	No	N/A	Unknown	17 Nov Received	Unknown	IPSWICH	
KENSINGTON	Unknown	Unknown	01 Mins 49 Secs	Yes	N/A	32 Working Days	9 Working Days	Mon, 30 Nov,2020	KENSINGTON	
LEEDS BUILDING SOCIETY	N/A	N/A	11 Mins 38 Secs	Yes	Unknown	18.3 Working Days	2 Working Days	Tue, 01 Dec,2020	LEEDS BUILDING SOCIETY	
MARSDEN	N/A	N/A	00 Mins 7 Secs	No	N/A	2 Working Days	4 Working Days	Fri, 27 Nov,2020	MARSDEN	
THE MELTON	Unknown	Unknown	Unknown	No	N/A	28 Working Days	6 Working Days	Sat, 31 Oct,2020	THE MELTON	
NATIONWIDE	02 Mins 16 Secs	00 Mins 16 Secs	N/A	Yes	02 Mins 27 Secs	17 Working Days	4 Working Days	Tue, 01 Dec,2020	NATIONWIDE	
NATWEST	N/A	N/A	06 Mins 0 Secs	Yes	22 Mins 0 Secs	27 Working Days	24 Nov Received	Tue, 01 Dec,2020	NATWEST	
THE NOTTINGHAM	Unknown	Unknown	Unknown	Yes	Unknown	Unknown	3 Working Days	Wed, 25 Nov,2020	DIRECT FROM LENDER	
ONE SAVINGS BANK	Unknown	Unknown	Unknown	Yes	N/A	Unknown	3 Working Days	Tue, 01 Dec,2020	ONE SAVINGS BANK	
PEPPER MONEY	N/A	N/A	01 Mins 0 Secs	No	N/A	Unknown	1 Dec Received	Tue, 01 Dec,2020	PEPPER MONEY	
PLATFORM	N/A	N/A	13 Mins 0 Secs	No	N/A	Unknown	1 Working Days	Wed, 02 Dec,2020	PLATFORM	
POST OFFICE	N/A	N/A	00 Mins 34 Secs	No	N/A	13 Working Days	1 Dec Received	Wed, 02 Dec,2020	POST OFFICE	
PRECISE MORTGAGES	Unknown	Unknown	Unknown	No	N/A	Unknown	1 Working Days	Unknown	PRECISE MORTGAGES	
PRINCIPALITY	Unknown	Unknown	Unknown	Yes	Unknown	18 Working Days	27 Nov Received	Wed, 02 Dec,2020	PRINCIPALITY	
SANTANDER	04 Mins 4 Secs	12 Mins 7 Secs	N/A	Yes	Unknown	25 Working Days	30 Oct Received	Wed, 02 Dec,2020	SANTANDER	
SKIPTON	N/A	N/A	04 Mins 54 Secs	Yes	02 Mins 3 Secs	6.6 Working Days	27 Nov Received	Wed, 02 Dec,2020	SKIPTON	
VERNON	Unknown	Unknown	Unknown	No	N/A	Unknown	Unknown	Wed, 28 Oct,2020	VERNON	
VIDA HOMELOANS	Unknown	Unknown	Unknown	Yes	N/A	Unknown	34 Working Days	Unknown	VIDA HOMELOANS	
VIRGIN MONEY	Unknown	Unknown	Unknown	Yes	Unknown	18 Working Days	2 Working Days	Tue, 01 Dec,2020	VIRGIN MONEY	
WEST BROM	N/A	N/A	00 Mins 17 Secs	No	N/A	25.4 Working Days	2 Working Days	Tue, 01 Dec,2020	WEST BROM	

Notes:

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Lender Service Insights Report (Buy to Let)										Mortgage Brain
Last updated: Wed, 02 Dec,2020	Waiting Time						Processing (as reported by lender)		Information last updated by lender	Information Source:
Average waiting times >	03 Mins 12 Secs			03 Mins 47 Secs		Time to offer	Initial Assessment			
Lender	Case Updates	Sales	General	Live Chat	Wait Time					
ACCORD	N/A	N/A	03 Mins 0 Secs	Yes	Unknown	14 Working Days	27 Nov Received	Unknown	ACCORD	
ALDERMORE	Unknown	Unknown	Unknown	No	N/A	Unknown	5 Working Days	Wed, 02 Dec,2020	ALDERMORE	
BANK OF IRELAND	N/A	N/A	00 Mins 34 Secs	No	N/A	13 Working Days	1 Dec Received	Wed, 02 Dec,2020	BANK OF IRELAND	
BARCLAYS	Unknown	Unknown	Unknown	Yes	Unknown	Unknown	5 Working Days	Unknown	BARCLAYS	
BUCKINGHAMSHIRE	Unknown	Unknown	Unknown	No	N/A	42-56 Elapsed Days	5-10 Working Days	Unknown	BUCKINGHAMSHIRE	
CAMBRIDGE	Unknown	Unknown	01 Mins 30 Secs	Yes	Unknown	5 Working Days	4 Working Days	Unknown	CAMBRIDGE	
CLYDESDALE BANK	Unknown	Unknown	Unknown	No	N/A	32 Elapsed Days	04 Nov Received	Fri, 06 Nov,2020	CLYDESDALE BANK	
COVENTRY	00 Mins 39 Secs	00 Mins 19 Secs	N/A	Yes	00 Mins 23 Secs	14 Working Days	Unknown	Tue, 01 Dec,2020	COVENTRY & DIRECT FROM LENDER	
FAMILY	Unknown	Unknown	Unknown	No	N/A	Unknown	27 Nov Received	Unknown	FAMILY	
FLEET MORTGAGES	00 Mins 30 Secs	00 Mins 30 Secs	Unknown	Yes	00 Mins 30 Secs		1 Working Days	Tue, 01 Dec,2020	DIRECT FROM LENDER	
FOUNDATION	N/A	N/A	09 Mins 0 Secs	No	N/A	7 Working Days	5 Working Days	Thu, 26 Nov,2020	FOUNDATION	
FURNESS	Unknown	Unknown	00 Mins 30 Secs	No	N/A	23 Working Days	26 Nov Received	Fri, 27 Nov,2020	FURNESS	
H&R	Unknown	Unknown	Unknown	No	N/A	31 Working Days	1 Working Days	Mon, 16 Nov,2020	H&R	
HANLEY	Unknown	Unknown	Unknown	Yes	Unknown	Unknown	Normally 6 Working Days	Unknown	HANLEY	
HODGE	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	Yes	01 Mins 7 Secs	18 Working Days	6 Working Days	Mon, 30 Nov,2020	HODGE & DIRECT FROM LENDER	
HSBC	N/A	N/A	02 Mins 0 Secs	No	N/A	4 Working Days	2 Working Days	Unknown	HSBC	
IPSWICH	Unknown	Unknown	Unknown	No	N/A	Unknown	17 Nov Received	Unknown	IPSWICH	
KENSINGTON	Unknown	Unknown	01 Mins 49 Secs	Yes	N/A	32 Working Days	9 Working Days	Mon, 30 Nov,2020	KENSINGTON	
KEYSTONE PROPERTY FINANCE	Unknown	Unknown	00 Mins 20 Secs	Yes	00 Mins 46 Secs	Unknown	11 Working Days	Tue, 01 Dec,2020	KEYSTONE PROPERTY FINANCE	
LANDBAY	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	Yes	01 Mins 0 Secs	Unknown	2 Working Days	Tue, 01 Dec,2020	DIRECT FROM LENDER	
LEEDS BUILDING SOCIETY	N/A	N/A	11 Mins 38 Secs	Yes	Unknown	13.4 Working Days	2 Working Days	Tue, 01 Dec,2020	LEEDS BUILDING SOCIETY	
MARSDEN	N/A	N/A	00 Mins 7 Secs	No	N/A	2 Working Days	4 Working Days	Fri, 27 Nov,2020	MARSDEN	
THE MELTON	Unknown	Unknown	Unknown	No	N/A	26 Working Days	6 Working Days	Sat, 31 Oct,2020	THE MELTON	
NATWEST	N/A	N/A	06 Mins 0 Secs	Yes	22 Mins 0 Secs	27 Working Days	24 Nov Received	Tue, 01 Dec,2020	NATWEST	
THE NOTTINGHAM	Unknown	Unknown	Unknown	Yes	Unknown	Unknown	3 Working Days	Wed, 25 Nov,2020	DIRECT FROM LENDER	
ONE SAVINGS BANK	Unknown	Unknown	Unknown	Yes	N/A	Unknown	3 Received	Tue, 01 Dec,2020	ONE SAVINGS BANK	
PEPPER MONEY	N/A	N/A	01 Mins 0 Secs	No	N/A	Unknown	1 Dec Received	Tue, 01 Dec,2020	PEPPER MONEY	
PLATFORM	N/A	N/A	13 Mins 0 Secs	No	N/A	Unknown	1 Working Days	Wed, 02 Dec,2020	PLATFORM	
POST OFFICE	N/A	N/A	00 Mins 34 Secs	No	N/A	13 Working Days	1 Dec Received	Wed, 02 Dec,2020	POST OFFICE	
PRECISE MORTGAGES	Unknown	Unknown	Unknown	No	N/A	Unknown	1 Working Days	Unknown	PRECISE MORTGAGES	
PRINCIPALITY	Unknown	Unknown	Unknown	Yes	Unknown	18 Working Days	27 Nov Received	Wed, 02 Dec,2020	PRINCIPALITY	
SANTANDER	04 Mins 4 Secs	12 Mins 7 Secs	N/A	Yes	Unknown	28 Working Days	30 Oct Received	Wed, 02 Dec,2020	SANTANDER	
SKIPTON	N/A	N/A	04 Mins 54 Secs	Yes	02 Mins 3 Secs	6.6 Working Days	27 Nov Received	Wed, 02 Dec,2020	SKIPTON	
TMW	02 Mins 16 Secs	10 Mins 33 Secs	N/A	Yes	02 Mins 27 Secs	25 Working Days	6 Working Days	Tue, 01 Dec,2020	TMW	
VERNON	Unknown	Unknown	Unknown	No	N/A	Unknown	Unknown	Wed, 28 Oct,2020	VERNON	
VIDA HOMELOANS	Unknown	Unknown	Unknown	Yes	N/A	Unknown	34 Working Days	Unknown	VIDA HOMELOANS	
VIRGIN MONEY	Unknown	Unknown	Unknown	Yes	Unknown	18 Working Days	2 Working Days	Tue, 01 Dec,2020	VIRGIN MONEY	
WEST BROM	N/A	N/A	00 Mins 17 Secs	No	N/A	25.4 Working Days	2 Working Days	Tue, 01 Dec,2020	WEST BROM	

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