

## Mortgage Brain rolls-out new online chat support service

**UK, October 24, 2016:** Technology and software solutions expert, Mortgage Brain, has launched a brand new online chat support service for advisers.

The new service, which is available now and free to use at [www.mortgage-brain.co.uk](http://www.mortgage-brain.co.uk), is an additional way for mortgage advisers to converse with its UK based Customer Services team. Offering real time support through the online chat service, the Customer Services team help with log in, product and sales queries across all the Mortgage Brain systems.

The online chat facility has so far helped over 1,100 advisers since its launch in July, with each adviser able to email themselves a transcript of their chat.

Mark Loffthouse, CEO of Mortgage Brain, comments, "The new online chat facility is part of Mortgage Brain's proactive commitment to supporting advisers and providing excellent customer service. Online chat is yet another way for our customers to converse with us and it compliments and enhances our traditional helpline and the online support already available on the website.

"I'm delighted that those who have already used the service have found it useful and continue to use it as an alternative to the traditional telephone service when it suits them better."

Available during normal Customer Services working hours, advisers can either choose to connect to the team using the online chat when it automatically pops up on screen, or initiate it using the button at the bottom right of the Mortgage Brain website.

**More/...**

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## About Mortgage Brain Limited

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- [Mortgage Brain](#) is an expert in technology and software solutions proactively supporting Lenders, Networks, Corporates and Intermediary Mortgage Advisers.
- Its integrated product suite includes Mortgage, Secured Loan and Conveyancing sourcing - [MortgageBrain Classic](#), [MortgageBrain Anywhere](#), [LoansBrain](#) & [ConveyancingBrain](#), point-of-sale, CRM, compliance system - [the Key](#), online mortgage submission - [Mortgage Trading Exchange \(MTE\)](#), websites, calculators, plugins - [MortgageBrain B2C](#) and Data Analysis & Lending Solutions.
- Mortgage Brain has over 20,000 users of its products and services and is a Microsoft Gold Certified Partner.
- Industry awards include 4 times winner 'Best Technology Provider' at the Mortgage Strategy Awards, the Pink Service Award for 'Best Technology Provider', and 4 times winner of the 'Technology Advocate of the Year' at the British Mortgage Awards.
- Mortgage Brain Holdings Limited, formed in 1986, is jointly owned by Barclays, Lloyds Banking Group, Nationwide, Royal Bank of Scotland, Santander & Virgin Money.

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