

Please provide the following: -

1) Your email address

2) Your contact telephone number(s)

3) The name of your current mortgage provider

(Please also complete the form on page 3 if your lender is either Santander or HSBC)

4) The account number of your current mortgage provider

## Bank Details

We require details for a bank account that you wish for us to pay any outstanding balances into after completion. This account must be in the name of at least one of the clients, and not a third party beneficiary. If your transaction is in joint names we will need details for a joint bank account, otherwise we require signatures from all parties giving consent for the money to be paid into a sole account.

Bank Name

Bank Address

Sort Code

Account Number

Account Name(s)

Any reference number required? If so, please enter here

Any variation to your payment instructions must be confirmed in writing and signed by all clients, otherwise we will not be able to send any payments until an agreement is reached between all parties.

### **If a joint transaction with balance to be credited to sole account:**

All clients must sign below to give their consent.

Signature

\_\_\_\_\_

Signature

\_\_\_\_\_

Print Name

Print Name

## SERVICE STANDARDS

Whilst we make every effort to progress cases as quickly as possible, we cannot be expected to turn cases around immediately nor to pro-actively chase every case we transact. Very often the expectations of others can lead to added pressure being mounted to achieve an earlier exchange/completion date. Most commonly we hear of estate agents who raise expectations and sometimes even make threats of withdrawing properties from the market or increase the price in order to achieve an earlier completion date. This does not help anyone at the end of the day as it normally results in disappointment.

We will only provide dates for exchange/completion that are realistic. Normally this will be once we have confirmation that all parties in the transaction are ready to proceed to exchange. Any dates which are discussed up to this point will only be an indication but you must also consider the extent of any chain as not everyone may be ready at the same time which can lead to delays.

For our part, we offer a two tier service so that we can prioritise work accordingly. You are currently being offered our standard service. If you would like to upgrade to our premier service, please tick the box below. By choosing our premier service, we will try to fast track your case and try to take a more pro-active stance to progressing your case. Where appropriate, your matter will be transferred to a more senior/experienced conveyancer. This will include more regular contact with all parties involved in the transaction which can sometimes help. This service does not however guarantee an exchange/completion date being achieved. This service is offered at a cost of an additional 50% of the agreed fee but is still subject to our normal terms of business. For the avoidance of doubt, if you are purchasing a property through this firm then we shall assume that you also require the premier service for that also (where we will raise a separate additional fee for that transaction) unless you inform us to the contrary. Please be assured though that your case will be handled efficiently whichever standard of service you opt for but on occasions certain clients want that little bit extra, hence why we offer the Premier service.

Tick For Premier Service

Who has been assigned to your case? Please check the covering email.

Date

Once you have completed this form please print, sign and return it to us. You can either:

- Scan and email it to your conveyancer
- Fax it to us on 01423 594688
- Post it to us (please allow 5 working days)

Dear Sirs

1) Client name:

2) Account number:

3) Property address:

We hereby authorise you to forward redemption statements in respect of the above account to my solicitors:

Abode Solicitors Limited trading as Arc Property Solicitors  
The Studio  
Cardale Park  
Harrogate  
HG3 1GY

Fax number: 01423 594688

We confirm they will be acting on our behalf in redeeming the above mortgage.

Yours sincerely

Signature

\_\_\_\_\_

Signature

\_\_\_\_\_

Print Name

Print Name