

1<sup>st</sup> June 2020



## **PRIMIS resolved over 4,600 broker queries during March & April – a rise of nearly 30% since the start of Covid-19**

[PRIMIS Mortgage Network](#) has today revealed that its product desk resolved a total of 4,641 inbound queries from brokers during the months of March and April, marking a 29% rise from the normal average for this period (3,600).

Out of the 4,641 queries received from advisers between March and April, 2,263 were resolved during March whilst the additional 2,378 were resolved in April\*. During April, the product desk operated an email and call-back service as the network worked remotely.

**Vikki Jefferies, Proposition Director at PRIMIS, comments:** *“Today’s figures emphasise just how committed we are to supporting brokers during the current crisis. Our product desk team has been able to meet the heightened demand from advisers with incredible efficiency as the coronavirus outbreak has progressed – all while maintaining our high level of service. We are confident that with the team’s ongoing support, advisers will feel more confident in their conversations with clients and be better-equipped to continue achieving positive customer outcomes.”*

The majority of queries received during March and April were regarding payment holidays, furloughed staff and LTV and product changes as a result of COVID-19. The team also received queries relating to complex income and alternative lending solutions, and Loan-to-Value (LTV) caps on Automated Valuation Models (AVMs), as well as questions from portfolio and first-time landlords.

PRIMIS’ product desk is home to over 90 years of financial services experience and assists brokers nationwide with a variety of queries regarding mortgages, protection, general insurance (GI), and digital systems. Whilst networks and clubs typically have a mortgage helpdesk, PRIMIS’ product desk provides advisers with access to unrivalled expertise in all key areas of the market – making it the first of its kind in the industry.

Today's announcement follows the launch of PRIMIS' new support hub within its exclusive customer relationship management (CRM) system, Toolbox, as the network continues to help AR firms during the COVID-19 crisis.

**Vikki Jefferies continues:** *"Having a highly skilled support team with proven expertise in all business areas is something we are incredibly proud of and reinforces what drives us – being a broker champion and supporting intermediaries with the content and tools they need to grow their businesses. Over the coming weeks and months, the product desk will be crucial for keeping broker morale high and helping more of our advisers provide customers with the financial solutions they need at this difficult time."*

**-ENDS-**

For further information please contact:

Name: Eve Frayling

Telephone: 07827 995 180

E-mail: [e.frayling@rostrum.agency](mailto:e.frayling@rostrum.agency)

#### **Notes to Editors**

\*Figures account for inbound queries received via email **only**

#### **About PRIMIS Mortgage Network**

[PRIMIS Mortgage Network](#) brings the power of First Complete Ltd, Advance Mortgage Funding Limited and Personal Touch Financial Services Ltd together under one roof so we can provide you with world class support that is second to none. We are part of the LSL Group and backed by their extensive financial services experience and knowledge we aim to grow not just our Network, but your business as well.