

22nd October 2020

**PRIMIS resolved over 2,000 broker queries during September – a rise of 21% on pre-pandemic times**

* ***September saw 2,186 queries from advisers – up from the monthly average of 1,800 – with the majority in relation to the availability of high LTV deals***
* ***The network’s product desk has supported brokers with over 12,000 queries since the start of the coronavirus crisis***
* ***PRIMIS will release data on monthly changes and trends in broker queries as Covid-19 continues***

[PRIMIS Mortgage Network](https://www.primis.co.uk/) has today revealed that its product desk resolved a total of 2,186 inbound queries from Appointed Representative (AR) brokers in September, as the mortgage market continued to adapt to the Covid-19 crisis. This marks a 21% increase on the normal average for any given month (1,800).

During the course of the pandemic, PRIMIS’ product desk has been working hard to resolve broker queries. Between April and September 2020, it supported brokers with 12,364 queries in total, marking a 14% increase in the number of enquiries the team would usually receive in any given six-month period (10,800).

The majority of questions received during September were regarding the availability of high Loan-to-Value (LTV) deals and which lenders were operating in the market. The team also received a high number of queries from brokers with self-employed clients who were keen to understand how their income would be treated by lenders and which ones would consider government support measures, such as mortgage payment holidays, in applications.

The product desk team aims to resolve queries from advisers within four hours and is currently operating an email and call back only service while Covid–19 restrictions remain in place.

PRIMIS’ product desk is home to over 70 years of financial services experience and assists brokers nationwide with a variety of requests 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.

**Vikki Jefferies, Proposition Director at PRIMIS, comments:** *“As broker champions, we recognise the importance of supporting and investing in our advisers so they can provide customers with the best possible outcomes – particularly at this time. This is demonstrated by today’s figures, reflecting the work of our highly skilled product desk team in assisting brokers as the Covid-19 crisis continues to impact advisers’ business. Sharing best practice is at the heart of what we do, and we are confident that with the expertise of our product desk, advisers will be better equipped to best serve customers as the pandemic continues.”*

Today’s statistics are the first in a monthly series which PRIMIS will release as the network tracks changes and trends in challenges faced by brokers during the coronavirus pandemic.

**-ENDS-**

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**Notes to Editors**

**About PRIMIS Mortgage Network**

[PRIMIS Mortgage Network](https://www.primis.co.uk/) 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.