

17th February 2021



PRIMIS resolved over 2,400 broker queries during January – a record month for the network’s all-round product desk

- ***January saw 2,462 queries from advisers – up 18% on the monthly average seen during 2020***
- ***Queries in January concerned a range of areas including adverse credit clients, furloughed borrowers, and income protection***
- ***PRIMIS’ product desk supported brokers with over 23,700 queries throughout 2020, and more than 18,700 since the start of the coronavirus crisis***

[PRIMIS Mortgage Network](#) has today revealed that its product desk, which assists brokers in all key areas of the market, resolved a total of 2,462 inbound queries from Appointed Representative (AR) advisers in January – marking a record month for the network’s product desk. Today’s figures also highlight an 18% increase on the monthly average seen during 2020 (2,083) as advisers continued to operate during the UK-wide lockdown.

January’s queries concerned a variety of areas, with the most common topics including:

- Lending for adverse credit borrowers (e.g. those with defaults or payday loans)
- Lenders accepting self-employed borrowers who have used the government’s Self-Employment Income Support Scheme (SEISS)
- Cases regarding second or holiday homes, with a view to completing these before the stamp duty holiday ends in March
- Lenders accepting borrowers with furloughed income
- Solutions for Right-to-Buy borrowers
- Income protection products covering multiple and complex medical conditions, in addition to complex income types

During the course of the pandemic, PRIMIS’ product desk has been working hard to resolve broker queries. Between March and December 2020, it supported brokers with 18,746 queries in total, while throughout 2020, the desk resolved 23,777 queries from advisers.

The product desk team aims to address 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: *“January marked a strong start to the year for our product desk team, with a record number of queries from brokers coming in as this community looked for additional support to help them with client cases. Investing in our adviser members has continued to be a priority for us during the Covid-19 pandemic, and it is extremely encouraging to see a high number of brokers taking advantage of our product desk team’s expertise to help them provide customers with the best possible outcomes. Sharing best practice is at the heart of what we do, and we look forward to seeing more of our advisers make the most of the support available via the product desk over the course of 2021.”*

-ENDS-

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Notes to Editors

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.