



## Your file is undergoing our initial audit

### What does this mean for you?

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#### What is an 'Initial Audit'?

As we are regulated by the Solicitors Regulatory Authority (SRA) and are also required to comply with Anti Money Laundering (AML) Legislation, we must take care to ensure that all of the onboarding documents, required for your specific circumstances, are in order prior to allocating your file to a Property Lawyer.

This process is undertaken by a senior member of our team once their New Business and Client Services colleagues have obtained all relevant information and documents from you.

The Initial Audit process will also consider the type of transaction that will be required to meet your specific needs and whether it is considered to be complex.

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#### Is the 'Initial Audit' delaying my transaction?

The short answer is – no, this process is not causing any delay to your transaction. We have taken great care to ensure that we are able to meet our regulator's requirements whilst also swiftly progressing files.

See below as to how we manage to achieve progression at this stage of the transaction.

**Purchase** – Our New Business and Client Services colleagues will request the draft contract pack from the seller's Solicitors, providing that the Estate Agent involved has issued their sales memorandum containing this information. We will also order your property searches if your initial payment has been received.

**Remortgage** – Our New Business and Client Services colleagues will obtain the Land Registry title documents so that they are on file in readiness for your Lawyer to review.

**Sale** – Our New Business and Client Services colleagues will request and chase the sales memorandum from the Estate Agent, in readiness for your Lawyer to prepare the draft contract pack

#### What happens if my file is considered complex?

If your file is considered to be particularly complex, e.g. it is a Leasehold or Shared Ownership property, or you are undergoing a Transfer of Equity, our New Business and Client Services colleagues will perform a Risk Assessment and ensure that you are matched with a Lawyer who specialises in the required area.

It is therefore important that you highlight any elements that may mean your file is considered complex or out of the ordinary, which could include solar panels or a management company that you pay fees to.

