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Coventry for intermediaries launches online product transfers on new-look website

[Coventry for intermediaries](#) has launched online product transfers to make it even more straightforward for brokers to process client business.

Brokers can now submit like-for-like product transfers online using the Iress Mortgage Sales and Origination (MSO) platform, making managing and submitting cases simpler, quicker and easier. All brokers need to do to use the new system is complete a simple online registration.

The new MSO functionality is the latest part of a wider 4 year project and coincides with a refresh of the look and feel of the Coventry for intermediaries brand and website. The refresh will bring the brand into line with the Coventry Building Society brand and provide the website with a number of digital improvements to help brokers find what they need quickly and easily.

Kevin Purvey, Director of Mortgage Distribution at Coventry Building Society, said: “We know that brokers’ time is particularly precious right now, and this new feature will help speed up the product transfer process. It’ll mean their clients get an even speedier turnaround and brokers will free up more time to spend on doing what they do best – helping people make the right choices for their next mortgage decision.

“We’re always looking at ways in which we can strike the right balance between simplicity of our processes and quality of service. The launch of online like-for-like products via MSO is just the start of a journey and will now see us focus on the next phase which will deliver a new mortgage application and case tracking system.

For more information or additional comment please contact: the press office on 0800 121 6868 or email media@thecoventry.co.uk. We monitor and record phone calls.

“The online product transfer upgrade also coincides with the launch of our new-look brand and website. So while we’ve improved the Coventry for intermediaries site with a fresh visual identity, there is great new functionality on there too, including improved product filters along with all the other features that brokers know well and use all the time.”

To register for the online product transfers and to take a look at the new-look Coventry for intermediaries site, visit:

<https://www.coventrybuildingsociety.co.uk/intermediaries>

Ends

For further information:

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Notes to editors

Coventry for intermediaries has a number of exclusions for like-for-like product transfers, including for borrowers who:

- want to transfer early and pay ERCs
- want to change the mortgage amount, term or repayment basis
- have Consent to Let on their current mortgage deal
- are portfolio landlords with four or more Buy to Let mortgaged properties
- are taking a payment holiday and/or are in arrears on their mortgage

Coventry for intermediaries

Coventry for intermediaries is a trading name of Coventry Building Society and is a top ten UK provider of Residential and Buy to Let mortgages.

At Coventry for intermediaries, we put brokers at the heart of our business through our four unique pledges. In 2007, we were the first lender to make promises to brokers, and we're still as committed to our pledges – and the intermediary sector – over ten years on.

Our pledges are:

- We'll give you 48 hours' notice before we withdraw a product
- We'll always be open and honest about service levels
- We'll never cross-sell insurance to your customers
- We'll give your customers the same products, rates and service

We strive to offer the highest possible standards of service, and are open and honest about our service levels. These are updated on our website every day, and cover areas such as offer turnaround, document processing and call waiting.

For more information mortgage introducers should telephone the intermediary support team on **0800 121 7788 (available Monday to Friday, 9.00am to 6.00pm)**, selecting option 2, or log onto coventryforintermediaries.co.uk