

We've been experiencing a high volume of mortgage applications recently, which means that our time to offer is likely to increase. We value your business and want to help you manage this with your clients.

Mortgage offer extensions

Remortgage and purchase clients have been automatically granted a temporary mortgage offer extension as follows:

A one-month maximum extension, however the case must complete by 31 January 2023 subject to a satisfactory valuation (excludes Mortgage Guarantee Scheme products which must complete by 30 November 2022)

The offer extension will be based on the offer expiry date

Our solicitor panel has been made aware of this extension on Lender Exchange

There is no need to apply for or contact us about this one-month extension

Updated service levels web page

Before calling us, [please visit our service levels](#) page regularly to find out the progress of applications. We update this daily. We now include helpful tips at each stage of the application to help reduce delays. Please note that our average offer time is based on last week's offers issued and this is likely to increase temporarily.

Remember you'll get a quicker response with SFI Live Chat for your new business and existing application queries. We've temporarily extended our Live Chat hours until 6pm on weekdays. If you need to call us, our busiest periods are 12-2pm and 4-5pm.