



RESEARCH

in association with

Association of



Mortgage Intermediaries

AMI Toplines

November 2007

mortgage
intermediary
census

**The comprehensive
track of Mortgage
Adviser insights**

The logo for the Mortgage Intermediary Census, featuring the words "mortgage intermediary" in a smaller font above the word "census" in a larger, bold font, all contained within a dark brown circle.

mortgage
intermediary
census

**The
comprehensive
track of Mortgage
Adviser insights**



Contents

Introduction

Fees charges issues

The logo for the Mortgage Intermediary Census, featuring the words "mortgage intermediary" in a smaller font above the word "census" in a larger, bold font, all contained within a dark brown circle.

The
comprehensive
track of Mortgage
Adviser insights



Introduction

Mortgage Intermediary Census provides a unique source of insights to the attitudes and behaviours of mortgage intermediaries

- This report looks at **the fees charges in the UK.**
- The results contained within this presentation are based on questions placed on Mortgage Intermediary Census
- In all 291 respondents participated in the study and fieldwork was undertaken between 13th November – 23rd November 2007



mortgage
intermediary
census

**The
comprehensive
track of Mortgage
Adviser insights**



Contents

Introduction

Fees charges issues

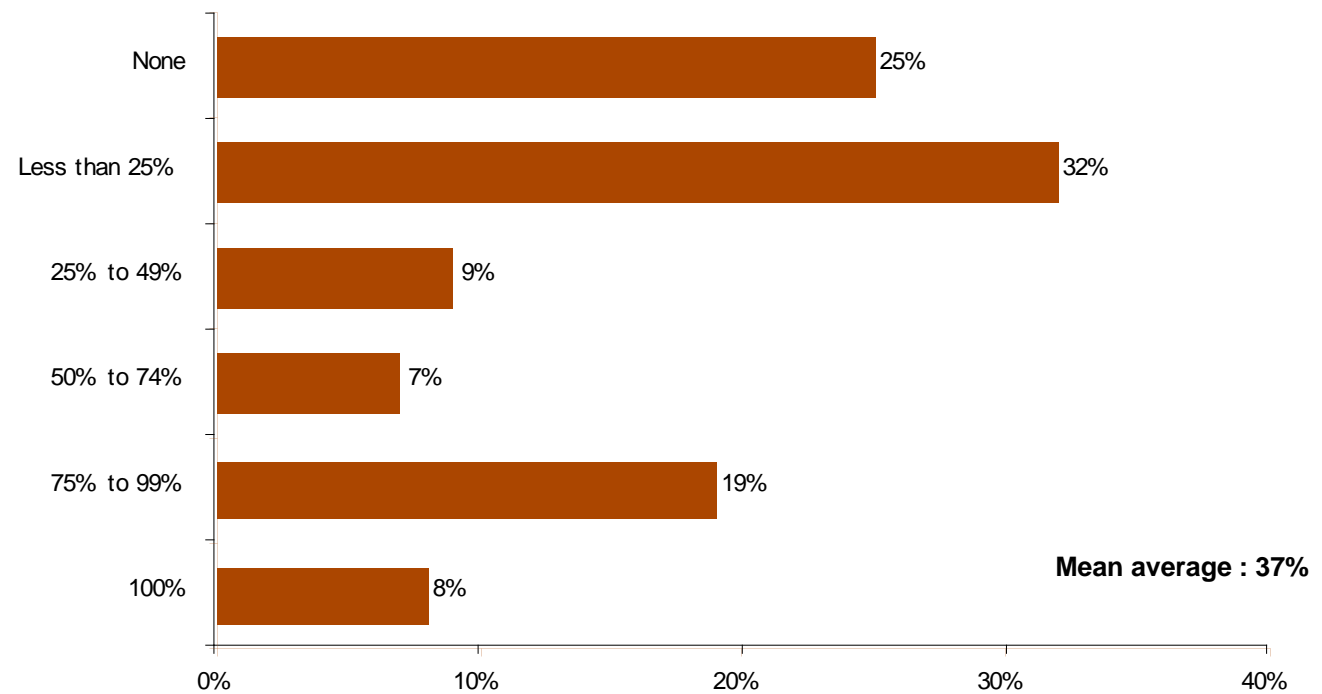
mortgage intermediary census

The
comprehensive
track of Mortgage
Adviser insights



Charge a fee on proportion of clients

57% of brokers charge less than 25% of their clients a fee



Base: All Respondents (291)
Q1 – What proportion of clients do you charge a fee?

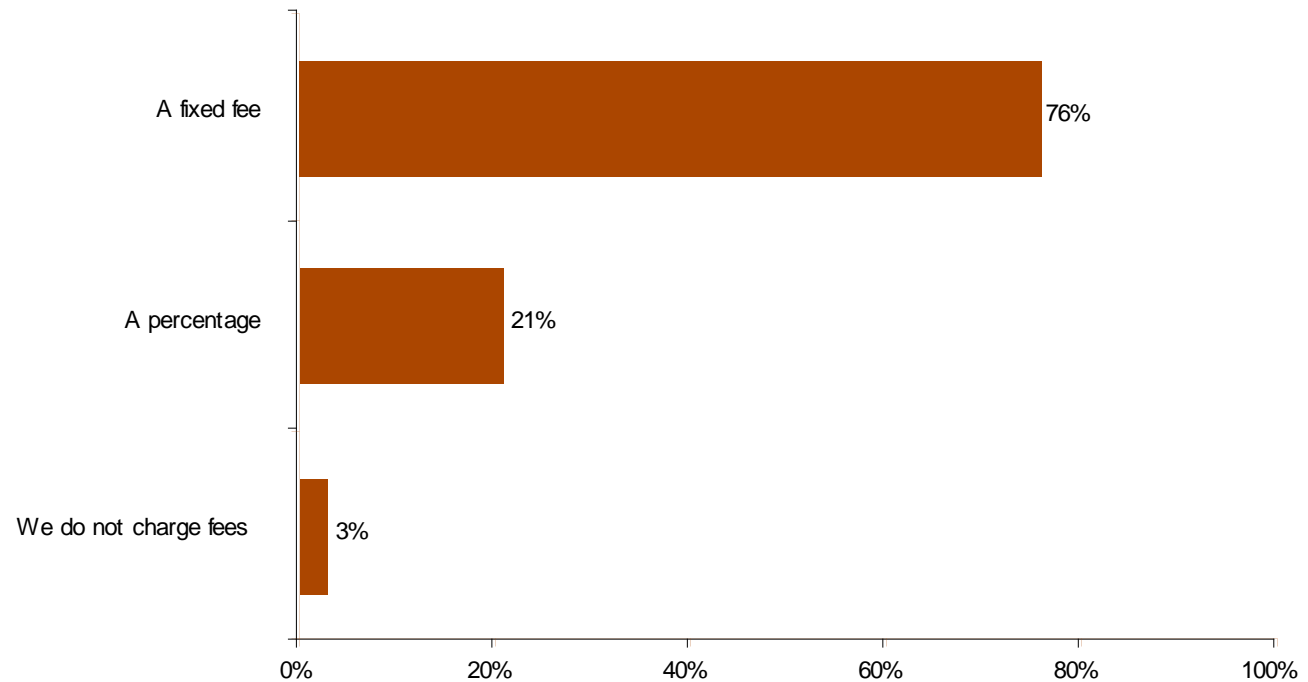
mortgage
intermediary
census

The
comprehensive
track of Mortgage
Adviser insights



Fees charges a fixed sum or percentage of the loan amount

76% of Mortgage Brokers mentioned that they usually charge the clients a fixed fee



Base: Those who do charge a fee on clients (217)

Q2 – If you charge a client fee, is the fee usually a fixed sum (such as £x) or a percentage of the loan amount?

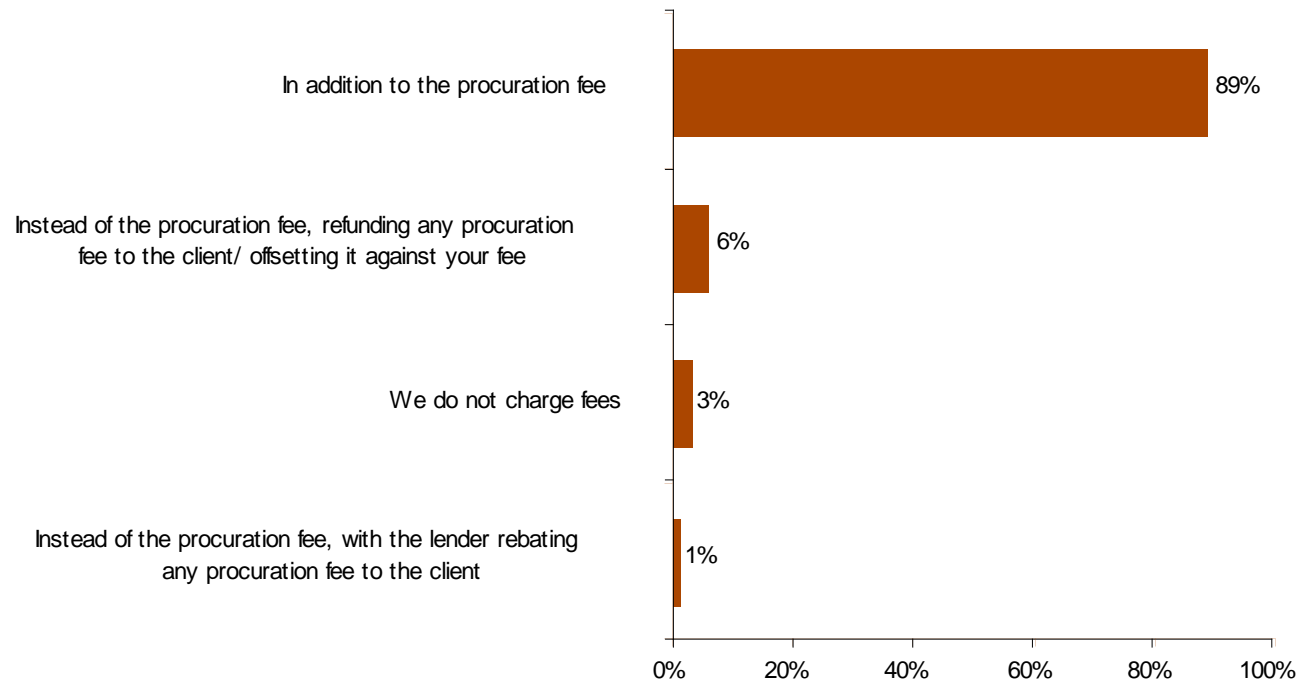
mortgage
intermediary
census

The
comprehensive
track of Mortgage
Adviser insights



Charges a procuracy fee or in addition to to the procuracy fee on clients

89% mentioned that they charge in addition to the procuracy fee



Base: Those who do charge a fee on clients (217)

Q3 – If you charge a client fee, do you usually charge in a fee instead of a accepting a procuracy fee, or in addition to the procuracy fee?

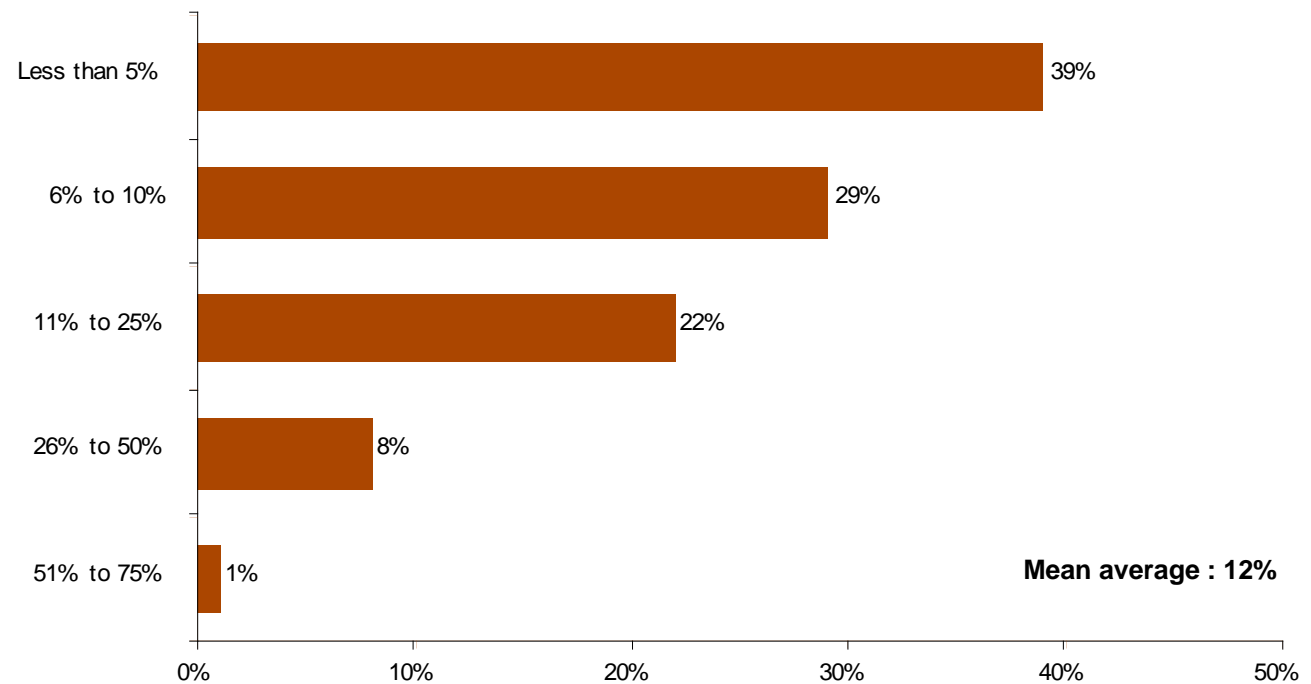
mortgage
intermediary
census

The
comprehensive
track of Mortgage
Adviser insights



Portion of business written as self-certification

Most brokers (39%) write less than 5% of Self Certification business. As a total 90% of mortgage brokers write less than 25% of Self Cert Business



Base: All Respondents (291)
Q4 – What portion of the business that you write is self-certification?

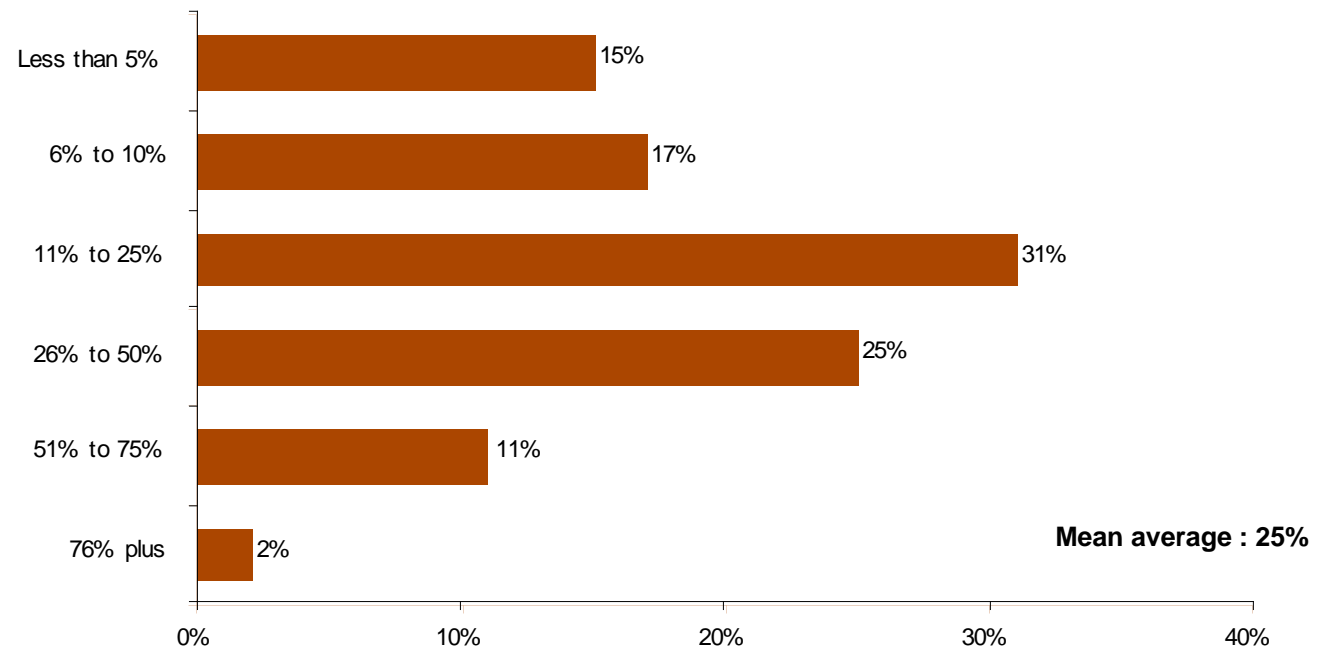
mortgage
intermediary
census

The
comprehensive
track of Mortgage
Adviser insights



Portion of business written as fast-track

About half mentioned writing 11% to 50% of their business as fast-track



Base: All Respondents (291)
Q5 – What portion of the business that you write is fast-track?

mortgage
intermediary
census

The
comprehensive
track of Mortgage
Adviser insights



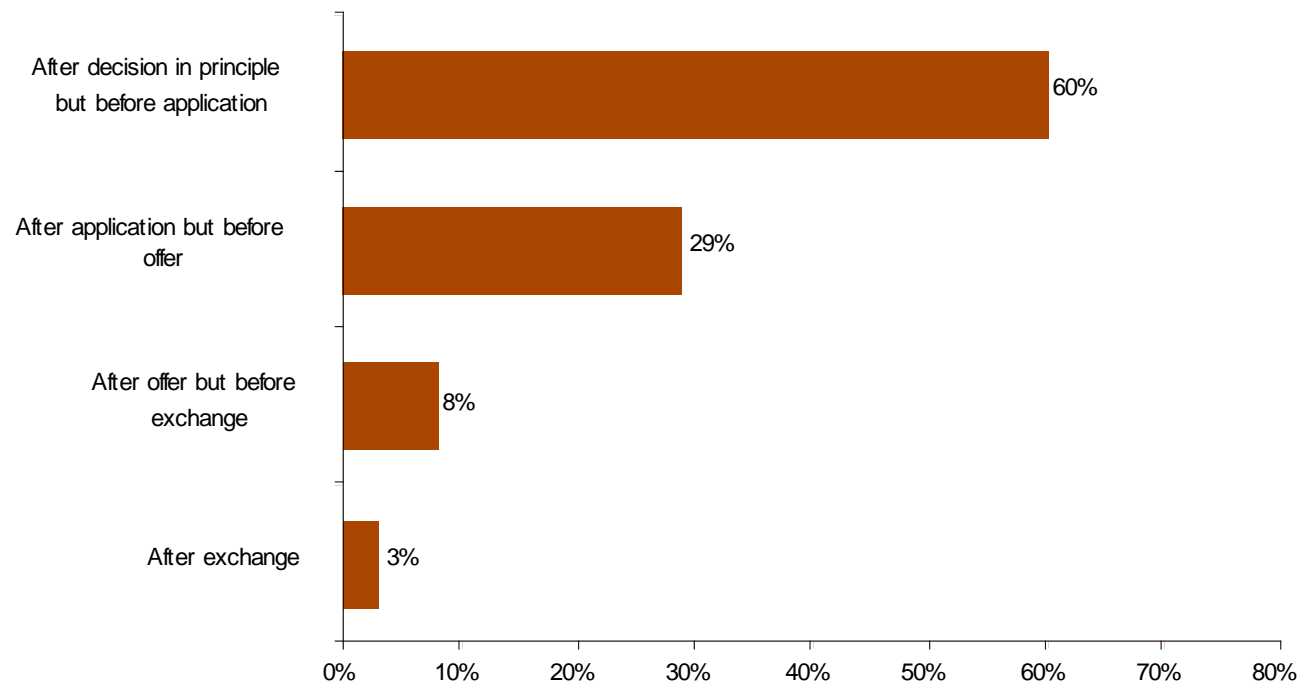
Association of



Mortgage Intermediaries

Personal experience of client's products being withdrawn during recent credit tightening

6 in 10 mentioned that they have experienced their client's products being withdrawn after decision in principle but before the application



Base: All Respondents (291)

Q6 – During the recent credit tightening, at what point have you personally experienced your client's products being withdrawn?

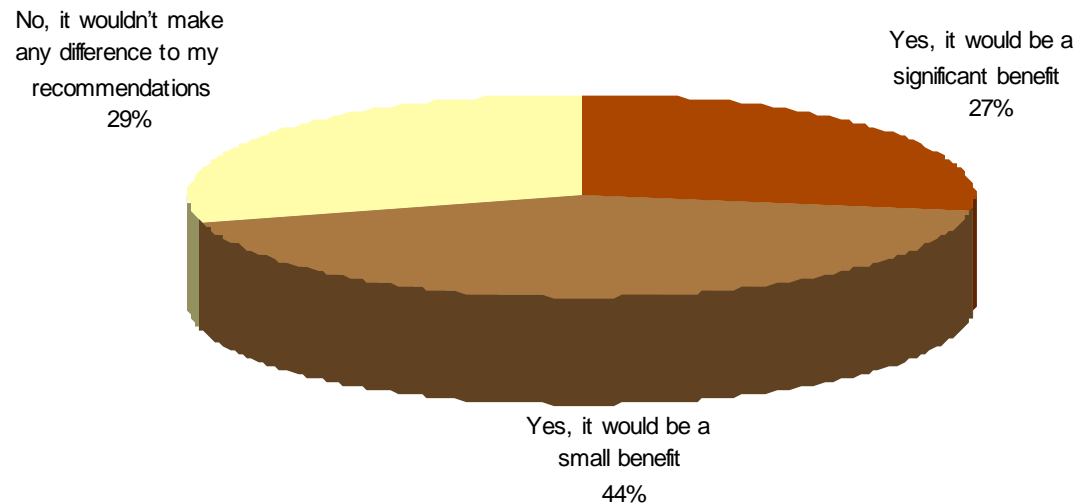
mortgage intermediary census

The
comprehensive
track of Mortgage
Adviser insights



Likelihood to recommend the lender

44% of respondents agreed “it would be a small benefit” if a lender offered a product withdrawal ‘guarantee’



Base: All Respondents (291)

Q7 – If a lender offered a product withdrawal 'guarantee' where they offered 48 hours notice for all product withdrawals, with withdrawals at shorter notice only available in very exceptional circumstances, would you be more likely to recommend the lender?

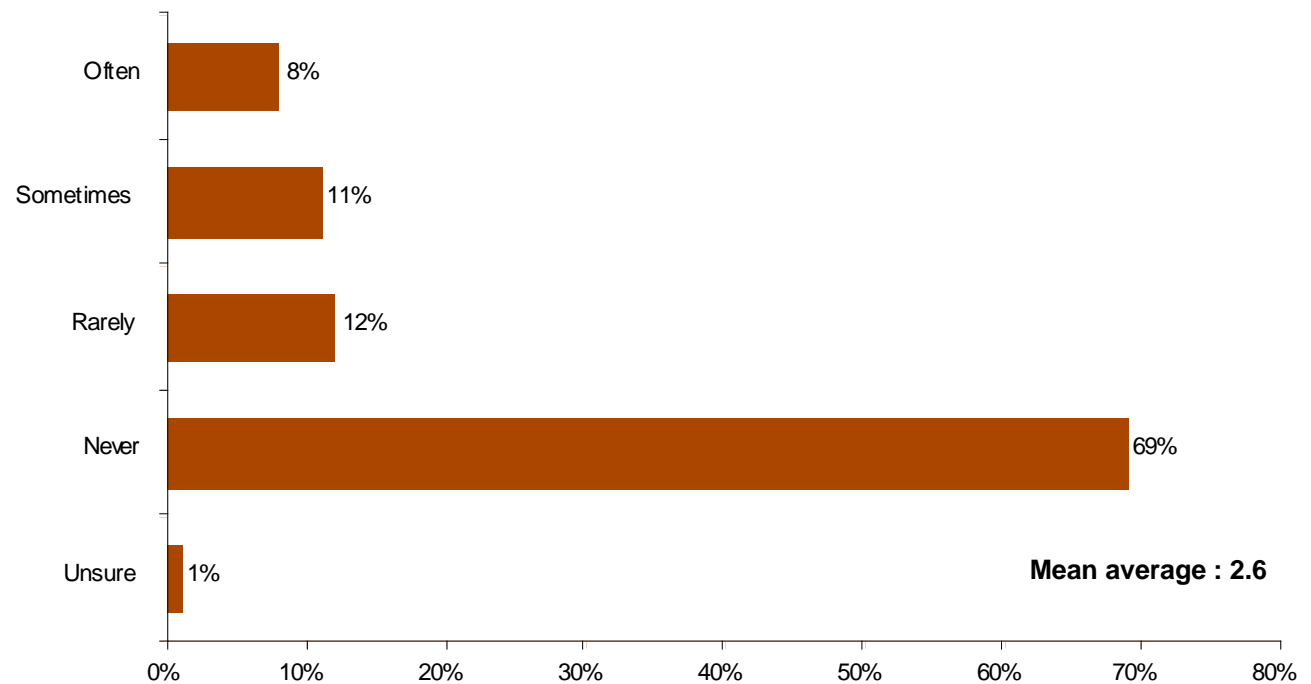
mortgage intermediary census

The
comprehensive
track of Mortgage
Adviser insights



Lead use of generation firms

7 in 10 mentioned that they have “never” used a lead generation firm



Base: All Respondents (291)
Q8 – Do you use lead generation firms?

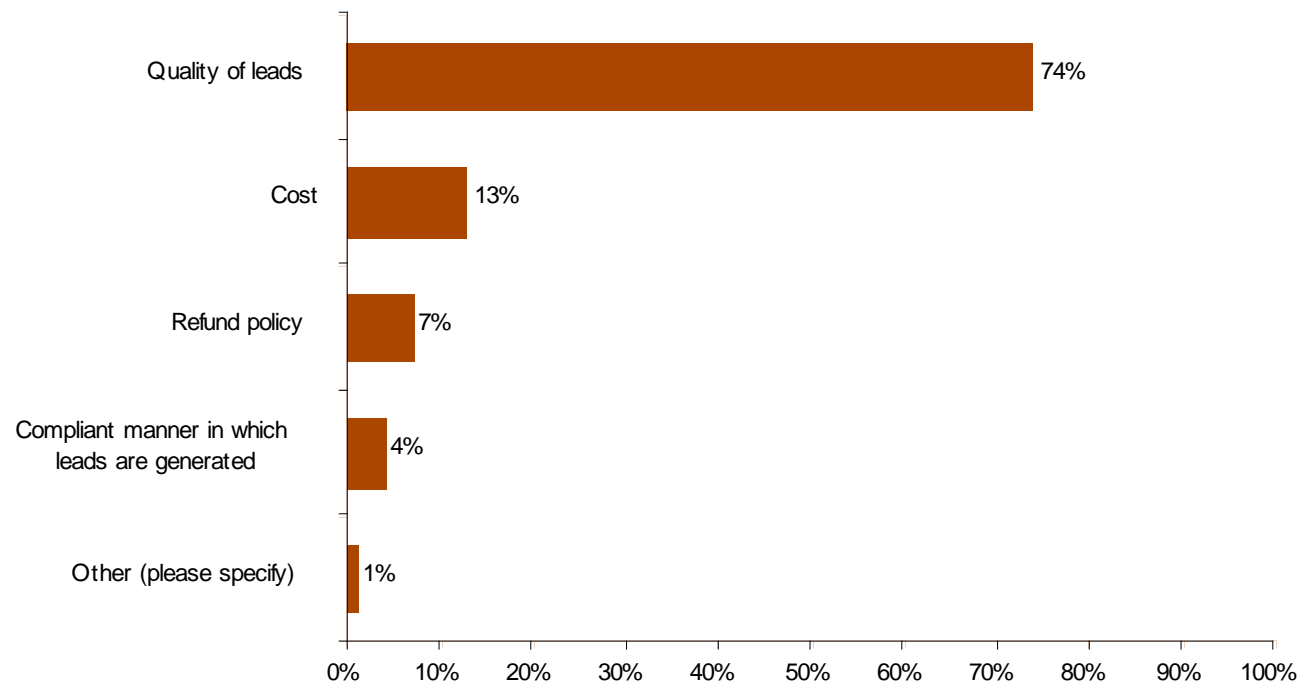
mortgage
intermediary
census

The
comprehensive
track of Mortgage
Adviser insights



Biggest factor in choosing the lead generation firm

More than 7 in 10 mentioned that the single biggest factor in choosing the lead generation firm would be the quality of leads



Base: All Respondents (291)

Q9 – When selecting a lead generation firm what is the single biggest factor in choosing the lead generation firm?

The logo for the Mortgage Intermediary Census, featuring the words "mortgage intermediary" in a smaller font above the word "census" in a larger, bold font, all contained within a dark brown circle.

mortgage
intermediary
census

**The
comprehensive
track of Mortgage
Adviser insights**



Contacts

For more information on Mortgage Intermediary Census please contact:

David Burns

020 7631 3087

David.Burns@NMG-Group.com