



Wording to help intermediaries access client information post-completion

AMI members have long been reporting problems in obtaining information on client's mortgages from lenders following the completion of that mortgage. Lenders have often cited the Data Protection Act (DPA) as restricting them from supplying client's personal data.

In research conducted by AMI, 87% of intermediaries said they had experienced difficulties obtaining information post-completion. 97% of intermediaries said they would support a form of wording which could be signed by the client to give the lender authority to supply the intermediary with information about the mortgage post-completion.

AMI has sought legal advice on this matter which concluded that providing the intermediary has appropriate authority from their client, they are entitled to ask for information on their client's mortgage post-completion. AMI has also consulted the Information Commissioner, the UK's independent public body which regulates and enforces the DPA.

AMI believes the wording not only provides members with the necessary client permission to continue dealing with their mortgage affairs post-completion but also satisfies the DPA.

The wording is as follows:

“I hereby authorise [Name of Mortgage Intermediary] to request and receive upon my behalf any or all information (whether confidential or otherwise) regarding my application for a mortgage, and when granted, my mortgage, for [insert address of property].

This includes all mortgage information and statements issued by [the provider of my mortgage OR Name of Mortgage Provider/Lender if known] both before and after the date my mortgage is granted.

[This authorisation shall automatically expire upon the [insert date]. [Prior to that date*] I understand that this authorisation shall only terminate if I notify [the provider/lender of my mortgage OR Name of

mortgage provider/lender if known] and [Name of Mortgage Intermediary] in writing that this authorisation has ended.”

*The length of the authorisation should be clearly defined. Without this section in square brackets, the authorisation will have no time limit. AMI suggests that intermediaries agree the length of the agreement with the client. It could, for instance, last as long as the special mortgage deal – if the client takes a two-year fixed rate deal, the authorisation will last two years, if a three-year tracker, then the authorisation lasts three years.