

REFERRAL FACTS GUIDE

This referral facts guide provides information on the services provided through 3rd parties that Chancellors refers to, and average referral fees we receive for doing so. The businesses we refer to are specialists in their field and their performance is consistently monitored to ensure they support our client and customers with their property needs to the standard we expect as a business.

Service	Company	What they offer (Benefit)	Explanation	Fee (average)
Conveyancing	Panel conveyancer via Lifetime Legal	When you choose to use one of our panel solicitors, this creates a level of communication and control which can deliver a smoother and more successful transaction. We have dedicated case handlers working together with your conveyancer to achieve your property goals to your timeframes.	Our fee is variable depending on the nature, length of relationship with Lifetime Legal, options requested and value of the property. You will be advised of the transactionally based details in your quote. The figure provided is an average.	£552.04 per transaction
	Panel Commercial Conveyancer			£250 per transaction
Financial Services	Financial services experts provided through the MAB network, including; AJMS, MAB Swansea, MAB SW & Smart	Working with our partner to provide advice and guidance on your mortgage, protection and general insurance needs. Working closely with our progression team, to qualify buyers and find the right deals in terms of cost and speed.	The Advisor will pay us a 25% fee split on all referrals made depending on the products sold by the advisor. The figure provided is an average.	£321.43 per customer, often spread over multiple transactions
	AJWS	Working with our partner to provide you with wealth management advice they provide relevant information and advice to assist you with saving for the future.	AJWS will pay us 25% on all referrals made depending on the products sold by AJWS.	£250.00 per customer, often spread over multiple transactions
	Tenant Protection (OneDome)	Working with our partner to provide you with Tenant Protection Life & Critical illness advice they provide relevant information and advice.	OneDome will pay us 30% on all referrals made depending on the products sold by OneDome, and after a reduction is made for clawbacks.	£225.49 per customer, often spread over multiple transactions
Utility switching & Broadband services	Homebox	Utilities in your property is of course essential. We work with Homebox to provide you with exclusive deals and offers to help improve the experience of letting your property. For landlords this improves the management of void periods and for tenants ensures a simple transition into the property. Tenants are of course free to switch supplier once in occupation	Our fee is £12.50 where the void services are used by a landlord. £10 per month where a tenant sets up a customer bundle account. £10 per smart meter installation. We also receive a commission share of 40% of monies received by Homebox where standalone Sky services are taken up by the tenant.	This relationship is new to Chancellors and as such an average referral fee has not yet been established but is expected to be £54.89 per property utilizing Homebox services often spread over multiple events and months
Works Contractors	Including repair contractors, safety certificate suppliers, inventory clerks, EPC supplier etc	All suppliers and contractors for works orders are maintained on a panel and their work is actively monitored. Their active PI insurances are checked, qualified statuses reviewed and customer and client feedback on their works reviewed with them to ensure they provide the best possible service to our customers and clients	Our fee for being a panel member is based on transaction charge which varies depending on the type of works order. There is an additional calculation based on the volume and value of the overall works provided and completed by the contractor in the prior 3 month period. The figure shown is an average fee taken over 12 months.	£30.69 per works order completed

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Landlord products	The Lettings Hub	With The Lettings Hub you will have access to a range of products which would include Landlord insurance products as well as building and contents insurance.	Our fee is 20% of the costs of any policy renewal. The figure shown is an average fee taken over 12 months	£35.07 per policy
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Tenant products	The Lettings Hub	Working with our partner to provide you with tenants insurance options for your property or tenancy.	Our fee is 20% of the cost of any policy taken up.	£19.61 per policy
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Removals	Go To	Moving home can be a stressful process and feedback over the years from clients and buyers lead us to form key partnerships with two leading removal companies who are ideally placed to support this essential part of the moving process.	Our fee is £50 per completed removal	£28.66 per completed removal
	Go 2		Our fee is 10% of the cost of any work instructed. The figure shown is an average fee taken over 12 months.	£54.31 per completed removal
	Pickfords		Our fee is 7.5% of the cost of any work instructed. The figure shown is an average fee taken over 12 months.	£157.63 per completed removal
	Swift		Our fee is 10% of the cost of any work instructed. The figure shown is an average fee taken over 12 months.	£30.1 per completed removal

Property buying service	House Buyer Bureau	Working with our partner to provide a chain free option for sellers at below market value in order to complete their move swiftly if required.	HBB/Upstix will pay to CGEAL 1% plus VAT on all referrals made that result in a successful purchase and 1% plus VAT on any of these properties that Chancellors successfully resell.	£2500.00 per successful transaction
	Upstix			

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Surveyors	Surveyor network	We provide you with access to local surveyors with the experience and knowledge to provide accredited surveys and advice outside of the normal mortgage system.	Our fee is 10% of the cost of any work instructed. The figure shown is an average fee taken over 12 months.	£80.84 per survey
	Go To		Homebuyer or Building surveys generate a fee of £120 incl VAT or 15% of the survey cost to you Specialist reports generate a fee of £60 incl VAT and Snagging reports generate a fee of £120 incl VAT	£88.11 per successful referral
Post Sale Utility Transfer service	Transfermybills	Working with our partner to support you with the seamless transfer of utility and other provider information at the point of moving	Transfermybills will pay to CGEAL 30% of monies they receive from suppliers when you provide notification of your property move through the Transfermybills platform	£5 per successful referral.
Estate Planning	Lifetime Legal	Working with our partner to provide you with Estate Planning advice and products in order to enable you to be able to plan for future eventualities.	Referrals made generate a 25% fee split on products sold. The figure provided is an average.	£69.56 per successful referral.
Auction	Pattinson	We work with Pattinson Auctions to provide an online timed Auctioned service to those clients who wish to follow this course with regards to the marketing of their property.	Our fee is 50% of the fee agreed with the client, or 2.4% incl VAT if over £300,000, if the property successfully sells through Auction. The figure shown is an average fee.	Minimum of £3000.00 per successful referral
Block Management	Raglan International	We work with Raglan International to provide Block Management services and advisory services to those clients requiring these services.	Our fee is 10% of the fee agreed with the client once paid to Raglan International for the first 3 years of any business arrangement for use of their services.	This relationship is new to Chancellors and as such an average referral fee has not yet been established but is expected to be £195 per property for the 3 year period

Where appropriate you and/or any other party to this transaction, may be referred to any of the above third parties for their services.