

Welcome to the RBS/NatWest Conveyancing Panel managed by LMS.

We hope that the information here will help you understand the service managed by LMS on behalf of RBS/NatWest and your key actions points to ensure that you are approved and able to continue to act on behalf of RBS/NatWest.

First deadline - you need to be approved by LMS before 5 March 2018. .

If you choose not to apply before this date you may apply at a later date when you have a client who is obtaining an RBS/NatWest mortgage.

Stage 1

A verification check to ensure that your law firm meets the minimum criteria.

We will confirm that you have satisfied Stage 1 within 2 hours of your submission.

Stage 2

Self-certification that certain corporate governance procedures are in place, additional information relating to your law firm, the upload of certain evidence documents (i.e. a copy of your PI certificate) and acceptance of our terms and conditions.

We will respond to you within 2 working days of your submission and acceptance of the terms and conditions.

As soon as the application process has been successfully completed you will receive an email confirming your log in details to the tracking portal.

Panel applications are valid for 12 months and renewal notices will be issued to you annually inviting you to renew your panel application.

Transaction Administration Fee

There is currently no charge to the law firm for being a member of RBS/NatWest's panel. There is a £10 + VAT administration fee payable upon completion of a transaction. LMS will collect the £10 + VAT charge from you by direct debit.

A direct debit mandate will need to be in place as part of the terms and conditions. LMS will provide you with an invoice in respect of the fees by the 5th working day of the month following case completion. An invoice will be sent to the panel firm by email. A separate email notification of the Direct Debit collection date will follow, confirming the collection date to be within 14 days of invoice receipt.

Why has RBS/NatWest appointed LMS?

LMS has been appointed by RBS/NatWest to manage their conveyancing panel. This includes the application process, ongoing corporate due diligence checks and transaction services including mortgage offer distribution and high level post completion tracking.

Has RBS/NatWest changed their panel criteria?

There will be additional due diligence requirements such as confirmation of certain policies in place, a disaster recovery plan and checks carried out on new members of conveyancing staff.

Is there a charge to join the RBS/NatWest panel?

There will be no charge to the law firm for being a member of RBS/NatWest's panel. An administration fee of £10 + VAT will be payable upon completion of each mortgage.

What does the post completion tracking involve?

You are required to comply with RBS/NatWest post completion/charge registration obligations by providing information via ConveyancerZone.

For any instances where RBS/NatWest's charge information has not been provided 30 days after RBS/NatWest has confirmed completion you will be required to provide LMS with an update every 30 days until the charge has been registered.

How do we submit the Certificate of Title?

RBS/NatWest and LMS have been working towards an online solution for submission of Certificates on Title. Further detail will be confirmed closure to launch.

Why is RBS/NatWest making this change?

RBS/NatWest recognises that customers prefer where possible to use a conveyancer of their own choice. RBS/NatWest also recognises its responsibility to undertake due diligence on firms on its panel in line with FCA guidance.

Which panels for the Royal Bank of Scotland Group will LMS manage?

LMS will be managing the panels for RBS and NatWest. For all other brands, including Ulster Bank, there are no changes to process.

What will happen if our panel application is declined and our client has a mortgage application with RBS/NatWest?

RBS/NatWest will appoint a law firm to act on their behalf. You may continue to act for your client in respect of the purchase, however, the costs of RBS/NatWest's appointed law firm must be paid for by your client.

Frequently asked questions; General Panel Membership

Who are LMS?

Established in 1991, LMS is one of the principle providers of conveyancing services to the three cornerstones of the housing industry: Lenders; brokers; and estate agents. In addition to processing over 100,000 conveyancing transactions a year on behalf of our partners (including three of the largest national mortgage lenders as well as a number of key regional providers), LMS manage a number of lender conveyancing panels, working with the conveyancing community to ensure applications are managed quickly and efficiently.

What is the panel application process?

The application process is broken down into 2 parts.

Stage 1 involves a verification to check that your law firm meets the minimum criteria. Stage 2 involves the self-certification that certain corporate governance procedures are in place, additional information relating to your firm, the upload of certain documents including a copy of your PI certificate and the acceptance of LMS Terms and Conditions and applicable lender Addendums.

How long does the panel application process take?

During our standard processing you will receive a response to Stage 1 of the application within 2 working hours from submission. A response to Stage 2 will be issued after 2 working days from submission, including receipt of the documents. However, during the initial on boarding process these timescales will only be in place for new panel link applications. All firms with active panel link memberships have until the 5 March 2018 to accept RBS/NatWest's addendum.

When do we need to be registered with LMS?

You will need to be approved by LMS before the 5 February 2018 to be able to continue to act on behalf of RBS/NatWest via LMS. If you do not apply before this date the panel remains open to you and we recommend that you apply when you have a client obtaining a RBS/NatWest mortgage.

For a short period you will still be able to act for RBS/NatWest on instructions received prior to launch, but you will not be able to act on instructions distributed by LMS until you have fully completed the LMS on-boarding process. With all instructions being distributed via LMS after February 2018, you will need to complete this process to be able to act for RBS/NatWest.

Who should complete the panel application?

You must ensure that the person completing the application and accepting the Panel Membership Terms must have sufficient authority to bind the firm.

Do we have to upload all panel application documents now?

No, documents can be emailed after submission with the exception of the Terms and Conditions. Please note that mortgage offers / instructions will not be released until your panel appointment has been approved.

Do we need to complete a new application for each branch?

No, applications are for a law firm as a whole. All branches that conduct conveyancing should be added to your existing membership by your firm's membership manager. Branch details can be provided at Stage 2 or by the membership manager post approval.

What will happen if you have not completed all the due diligence requirements as part of the LMS on boarding process – But a customer wants to use your firm?

With all instructions being distributed via LMS by 5 March 2018, you will need to complete this process to be able to act for RBS/NatWest.

How will we obtain our mortgage offers?

RBS/NatWest will distribute mortgage offers via LMS. Details of how to obtain your mortgage offer will be available via ConveyancerZone.

How do we pay LMS the administration fee?

LMS will collect the £10 + VAT fee that the law firm via Direct Debit. A Direct Debit Mandate will need to be in place as part of the Terms & Conditions.

What should we do if we receive an email asking for more information?

Please provide this information as soon as possible to enable your panel application to be progressed.

By completing the panel application does this mean we will be a member of the LMS Closed Panel?

No, LMS has a different panel application process and minimum criteria. If you wish to apply to the LMS Panel email the Supplier Management Team.

How do I know if our panel application is approved?

As soon as the verification process has been completed you will receive an email confirming you have been accepted onto the RBS/NatWest panel. You will also receive details of how to login to the case tracking system after approval together with details of the direct debit collection process.

How often will we need to re-apply/renew our application?

Each firm will need to re-apply every 12 months. This consists of updating the current information that we hold for your law firm and re-accepting the Terms and Conditions.

What will happen if our panel application is declined?

If your application is declined you will receive an email detailing this.

Can we appeal if our application is declined?

Please review the reason why your application was declined. If you are able to rectify this please contact the Supplier Management Team at lenderpanels@lms.com with the necessary evidence and your application will be reviewed. If your appeal is unsuccessful you will be advised as to why. RBS/NatWest makes the final decision on whether a firm is acceptable.

How do I access the case tracking system?

Details of how to access the case tracking system can be found on [ConveyancerZone](#)

What will you do with my data?

All data will be stored in accordance with the Data Protection Act. All data collected/hosted by LMS is done so on behalf of RBS/NatWest. Personal data is used in order to validate submitted data held by organisations such as Law Societies, Council for Licensed Conveyancers and the Land Registry.

How do we contact LMS?

You can telephone the Supplier Management Team on 0343 221 0643 or email lenderpanels@lms.com