



E-newsletter No 10 / 19th March 2009

ABBHEY PANEL ALIGNMENT

Many of our members have received a letter from Abbey explaining that, due to low levels of activity over the last 12 months, your firm has been removed from their panel.

I have spoken to Karen Gardener, the Team Manager of the Legal Panel Services at Abbey (01908 343985). She advised that the Abbey are currently aligning their panel with Alliance & Leicester since the recent take over of the bank and this is an arbitrary suspension of panel status to cleanse their databases..

If you have received such a letter, **and have existing Abbey mortgage instructions** you should fax a request to be reinstated onto their panel together with the front page of those mortgage instructions, as evidence that you have ongoing matters, to the number on your letter: 01908 343837. They will then reconsider your suspension from their panel.

If you do not have current instructions then you will, apparently, have to wait until one of your clients wishes to use the Abbey and then contact them for a Panel Application pack. The panel applications take between 5 and 10 working days to complete dependent on whether you are able to provide all the information requested in their application form.

The situation is clearly ludicrous and we will continue to lobby the Abbey to request that they accept applications to maintain you on their panel, even if you do not have ongoing cases, and to explain the ramifications of their actions on your business at such a critical time.

I hope the above is of assistance.

Regards

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