

GETTING YOU STARTED WITH YOUR MOVEBUTLER DASHBOARD

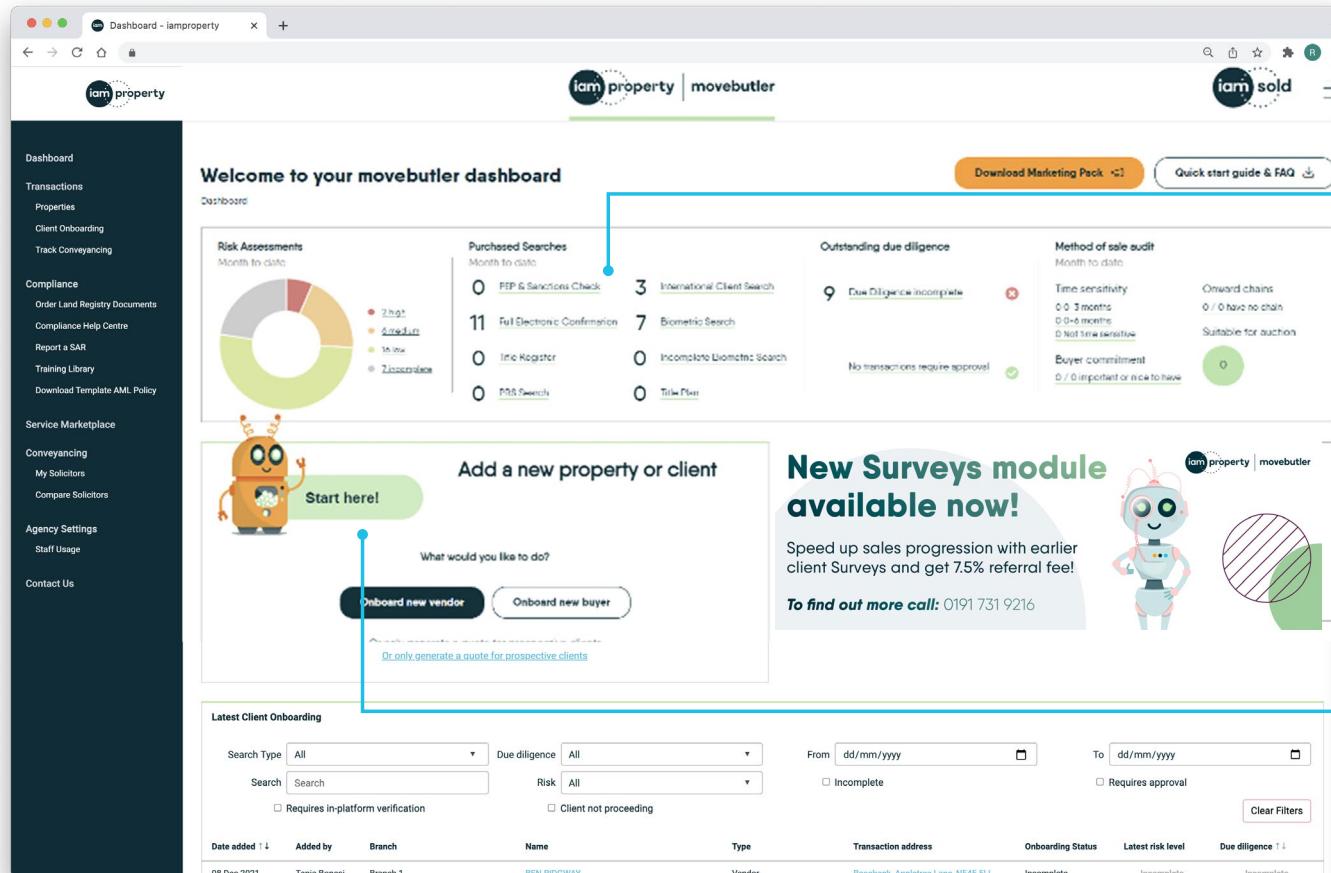


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COMPLIANCE MODULE AND GETTING STARTED

Compliance Module

Getting started with a new transaction



The dashboard features a central 'Welcome to your movebutler dashboard' section with a 'Start here!' button. To the right, there are four main data cards: 'Purchased Searches' (0 FFP & Sanctions Check, 11 Full Electronic Confirmation, 0 into Register, 0 PBS Search), 'Outstanding due diligence' (3 International Client Search, 7 Biometric Search, 0 Incomplete Biometric Search, 0 Title Plan), 'Method of sale audit' (0 0-3 months, 0 3-6 months, 0 Not time sensitive, 0 Onward chains, 0 / 0 have no chain, 0 Suitable for auction), and a summary stating 'No transactions require approval'. The left sidebar includes links for Dashboard, Transactions, Properties, Client Onboarding, Track Conveyancing, Compliance (Order Land Registry Documents, Compliance Help Centre, Report a SAR, Training Library, Download Template AML Policy), Service Marketplace, Conveyancing (My Solicitors, Compare Solicitors), Agency Settings (Staff Usage, Contact Us), and a 'Compliance' section.

View a summary of your activity month to date. If you're a Branch or Account Administrator you can see activity across your branch or the entire company.

If you have Digital Onboarding and the Method of Sale Audit feature enabled you can track and filter data here to see how clients have responded and also those that were recommended an alternative sales method.

Start here

To start adding clients, please select the type of client you wish to onboard or quote, followed by a new or existing property that the client is associated to.

Compliance Module

Add or find a property

Start here!

Add a new property or client

Onboard new vendor

Add new property Or find an existing property

S17 4PL

1 St. Quentin Close, SHEFFIELD

2 St. Quentin Close, SHEFFIELD

3 St. Quentin Close, SHEFFIELD

4 St. Quentin Close, SHEFFIELD

5 St. Quentin Close, SHEFFIELD

6 St. Quentin Close, SHEFFIELD

movebutler

iamsold

Legal Proprietor and material information check

Confirm Address

Transaction Address: 4 St. Quentin Close, SHEFFIELD, South Yorkshire, S17 4PL, England

Confirm Address

Please confirm below the building name/number and postcode for this address:

Building Name/Number: 4 Postcode: S17 4PL

Next

Can't find the Title you're looking for? Skip this step

Use the postcode look-up to add a new property or Click find an existing property to add a client to.

And confirm the property details.

Compliance Module

Order Title Register documents

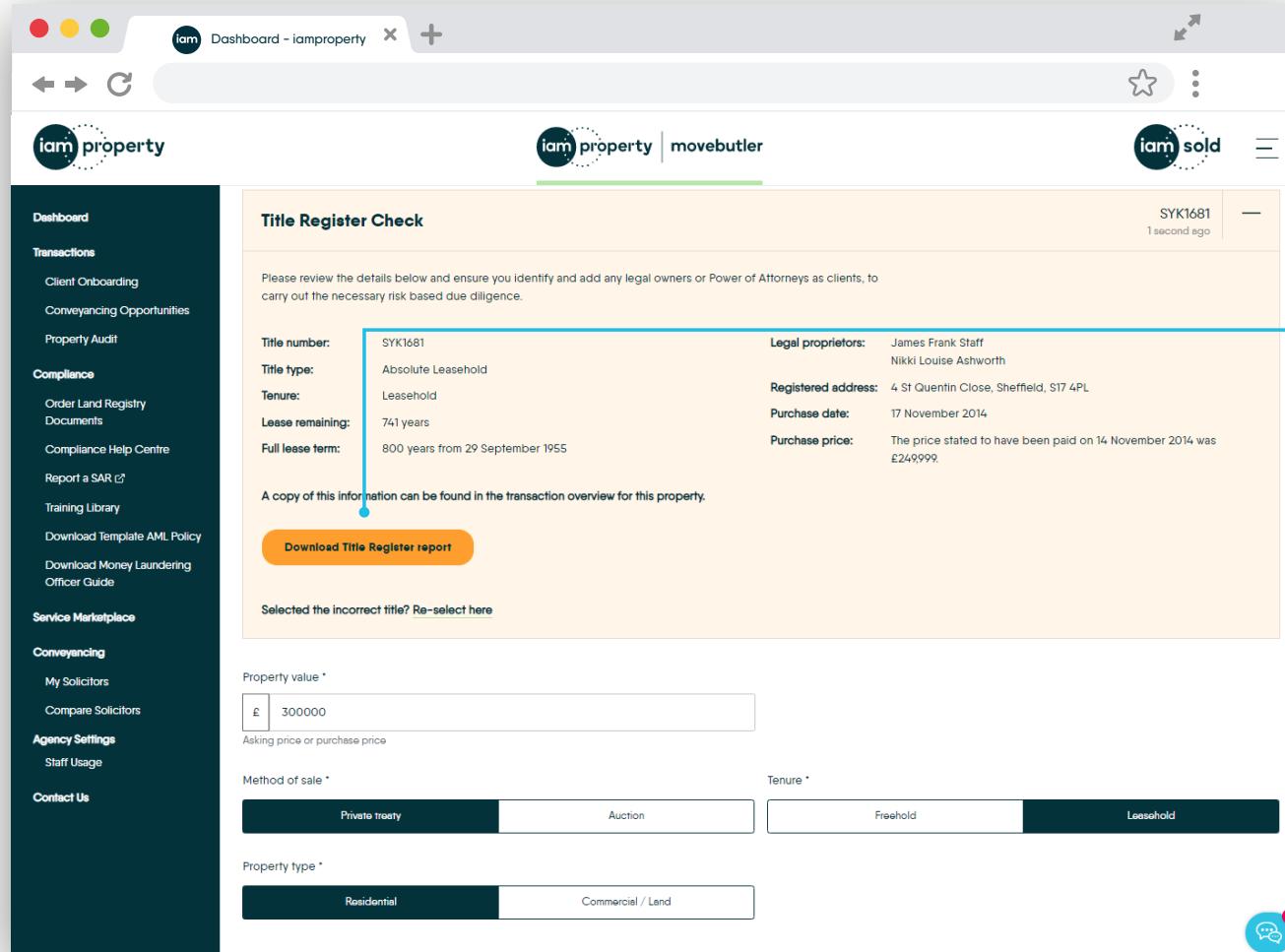
The screenshot shows the 'Choose Title Register' step in the compliance module. The sidebar on the left lists various compliance and service options. The main panel shows a list of properties for ordering documents, with a specific property selected (4, ST QUENTIN CLOSE, SHEFFIELD, S17 4PL). A 'Hints and tips' box is open, providing guidance on leasehold properties. The box includes a 'Leasehold' section with a note about potential title numbers and a 'Unregistered land' section with a note about unregistered properties.

HMRC guidance requires you to identify all legal owners of the property, you can easily do this by ordering Land Registry documents to confirm ownership.

You will get free title checks for any client you have quoted for Conveyancing within movebutler. If you have Compliance only, you will be charged £3 per check. Alternatively, you can disable them for all clients, however, ownership checks will have to be completed to adhere to the HMRC Guidance.

Compliance Module

Review title information and add in additional property details



Dashboard

Transactions

Client Onboarding

Conveyancing Opportunities

Property Audit

Compliance

Order Land Registry Documents

Compliance Help Centre

Report a SAR

Training Library

Download Template AML Policy

Download Money Laundering Officer Guide

Service Marketplace

Conveyancing

My Solicitors

Compare Solicitors

Agency Settings

Staff Usage

Contact Us

Title Register Check

Please review the details below and ensure you identify and add any legal owners or Power of Attorneys as clients, to carry out the necessary risk based due diligence.

Title number: SYK1681 **Legal proprietors:** James Frank Staff, Nikki Louise Ashworth

Title type: Absolute Leasehold **Registered address:** 4 St Quentin Close, Sheffield, S17 4PL

Tenure: Leasehold **Purchase date:** 17 November 2014

Lease remaining: 741 years **Purchase price:** The price stated to have been paid on 14 November 2014 was £249999.

Full lease term: 800 years from 29 September 1955

A copy of this information can be found in the transaction overview for this property.

[Download Title Register report](#)

Selected the incorrect title? Re-select here

Property value *
£ 300000

Asking price or purchase price

Method of sale *
Private treaty

Tenure *
Freehold

Property type *
Residential

You can see the key information and download the report here

You will also be asked to complete some further information about the property

Compliance Module

Adding a client

Dashboard - iamproperty

Find existing client...

Search...

Or use the form below to create a new client

Client type

Vendor only Vendor end buying on

Legal type

Individual Company

Title * First Name *

Please select a title Please select...

Middle Name (optional) Surname *

Please note: you will need to complete both the telephone and email address details if you intend on sending out a digital customer onboarding invite to your client(s) and/or if you have the Legal Preparation module enabled.

Telephone Email Address *

Date of Birth (optional) Sex (optional)

dd/mm/yyyy Select...

Correspondence address

Same as transaction address

Postcode Search

Or enter address manually

Capacity *

Please select an option

Buying position

Please select...

Method of purchase

Please select a method of purchase

Save and Continue

Find existing clients here from a type to search.

You can confirm if the client is an individual or company - which will dictate which risk assessment you will be prompted to go through with them.

When you tell us the transaction type we'll be able to give you the correct options for client type. (i.e. if you've added a sale, you'll be adding the vendors at this point)

Capacity explained

When adding a vendor or buyer, you need to indicate their "capacity". Are they:

The Legal/Beneficial Owner?

A Personal Representative?

A personal representative is your client; a risk assessment and client due diligence is required. The person they represent will be the beneficial owner so you must risk assess and complete client due diligence on them too.

An Executor?

It's best practice to obtain a copy of the death certificate and confirm the names of all the executors, as they are all your clients and risk assessments and client due diligence is required on each one.

A Power of Attorney (POA)?

A person or persons with POA are your client/s and risk assessments and client due diligence is required on each one. The person they have POA over will be a beneficial owner so you must risk assess them and complete client due diligence on them too.

Once you have added your first client (vendor in this example) you can add any additional vendors here to save time later.

Compliance Module

Reviewing the Title Insight Report and adding additional clients

The screenshot shows the 'Title Register Check' section of the dashboard. It displays details for a property with Title number WYK490509, Type: Absolute Freehold, and Tenure: Freehold. The legal proprietor is Helen Elizabeth Davies, with a registered address at 37 Oakes Lane, Brockholes, Holmfirth, HD9 7AR. The purchase date is 24 August 2015, and the purchase price is £123,000. A note states: 'The price stated to have been paid on 11 October 2002 was £123,000.' Below this, there are buttons to 'Download Title Register report' and 'Download title Insight report'. A message at the bottom says: 'Selected the incorrect title? Re-select here'.

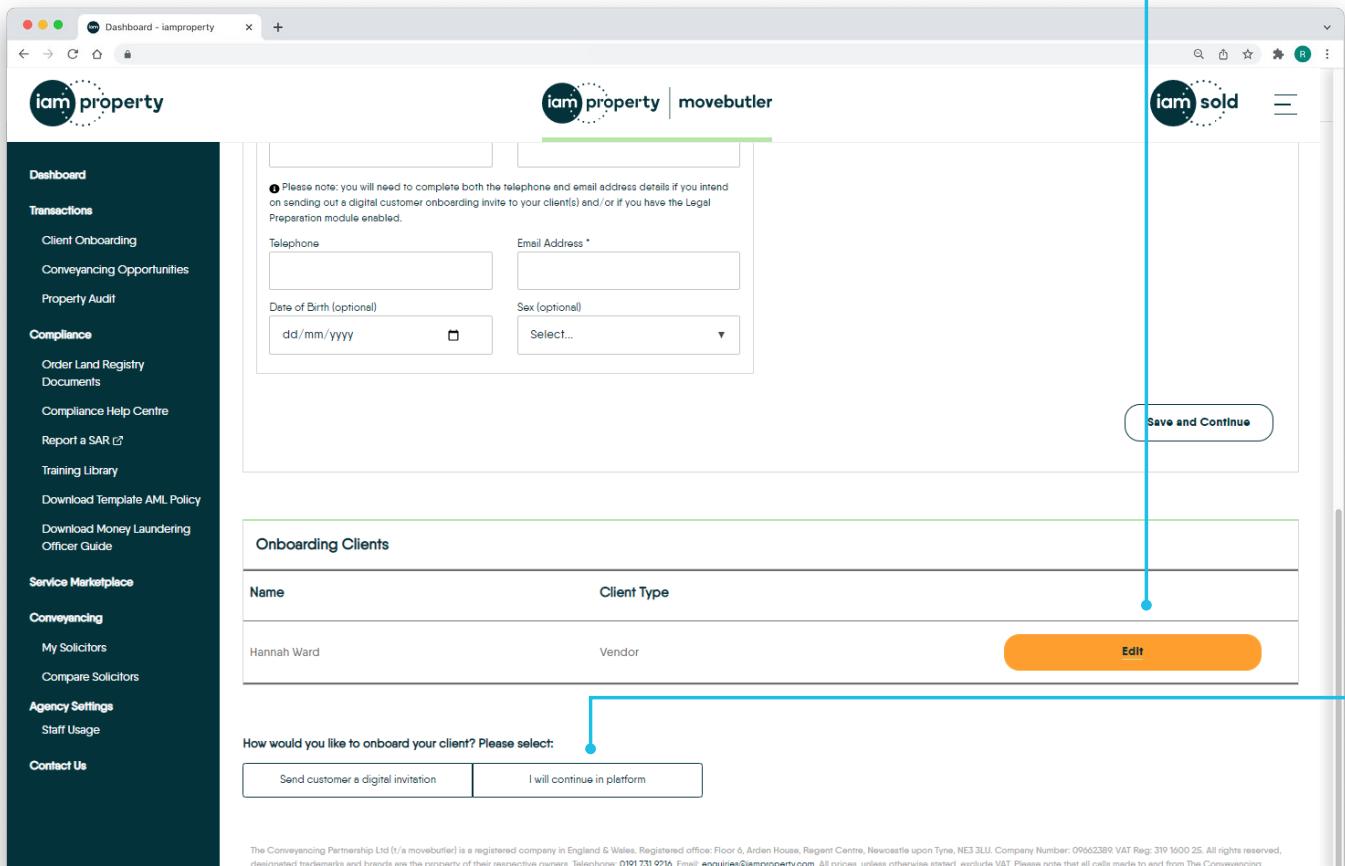
The client list table below has columns: Date added, Added, Client, Type, Correspondence address, Onboarding Status, Latest risk level, and Due diligence. A blue callout box points to the 'Clients' table with the text: 'Once a vendor is added you can view the Title Insight Report'.

Once a vendor is added you can view the Title Insight Report

You can also add any additional clients, and review or change the clients details

Compliance Module

Chose your onboarding option



Please note: you will need to complete both the telephone and email address details if you intend on sending out a digital customer onboarding invite to your client(s) and/or if you have the Legal Preparation module enabled.

Telephone Email Address *

Date of Birth (optional) Sex (optional)

dd/mm/yyyy Select...

Save and Continue

Name	Client Type
Hannah Ward	Vendor

Edit

How would you like to onboard your client? Please select:

Send customer a digital invitation I will continue in platform

The Conveyancing Partnership Ltd (t/a movebutler) is a registered company in England & Wales. Registered office: Floor 6, Arden House, Regent Centre, Newcastle upon Tyne, NE3 3LU. Company Number: 09462389 VAT Reg: 319 1600 25. All rights reserved, designated trademarks and brands are the property of their respective owners. Telephone: 0191 731 9216 Email: enquiries@amproperty.com. All prices, unless otherwise stated, exclude VAT. Please note that all calls made to and from The Conveyancing

Once all associated vendors are added to this transaction you can edit or remove their details before submitting.

Choose the onboarding route you'd like to take with this client.

Digital Onboarding: If your agency has this enabled, you'll have the choice to send your client an email and/or sms with a link to self onboard via a digital journey. Your client will then complete the steps to onboard, based on the modules that your branch has enabled (i.e client due diligence and/or Legal Preparation and/or Surveys).

You will be able to track the progress of their onboarding status via the transaction overview and will be notified when they have completed these steps. You will be able to find each individual's results, reports and Conveyance information, in the client Overview page.

In platform route: if your client is already in the room with you or you'd simply prefer to go through the steps yourself with your client, choose this option. You will then be directed to the client due diligence page to begin the risk assessment and Identification Checks.

Compliance Module

Client overview and due diligence

The screenshot shows the 'movebutler' interface for a client named Hannah Ward. The 'Customer Overview' section displays basic client details and transaction addresses. A progress bar at the bottom indicates the client is at the 'Customer Due Diligence' stage. The 'Customer due diligence' section is locked, showing a 'Due diligence status' of 'Incomplete'. The 'Personal risk assessment' section is open, showing a 2x7 grid of questions and responses. The first question is 'Is the instructing person an owner/occupier, executor, or do they have Power of Attorney?' with 'Yes' checked. The last question is 'Has the property been owned for 12 months or more?' with 'Yes' checked. A 'Save responses' button is at the bottom right.

Progress Tracker

If you have more than one service enabled, you can track status of each service for this client using this progress bar, as well as toggle between each page here.

When you first land on the client Due Diligence page, this section is locked until you have completed the risk assessment below. Once you have completed the risk assessment, the result will be stored here, alongside a link to the PDF report.

This is where you can risk assess your client, upload files or edit their details if you're doing the risk assessment manually rather than using the digital onboarding feature.

Once the risk assessment is complete, you will be given guidance on the appropriate due diligence routes to take for the specific client.

If you have **Digital Onboarding** activated the client will complete the risk assessment questionnaire as part of their online ID checks so you **do not have to complete this section yourself**.

Compliance Module

Client overview and due diligence – additional questions

The screenshot shows the iamproperty dashboard with a sidebar on the left containing links for Dashboard, Transactions, Client Onboarding, Conveyancing Opportunities, Property Audit, Compliance (with sub-links for Order Land Registry Documents, Compliance Help Centre, Report a SAR, Training Library, Download Template AML Policy, Download Money Laundering Officer Guide), Service Marketplace, Conveyancing (with sub-links for My Solicitors, Compare Solicitors), Agency Settings (with sub-links for Staff Usage, Contact Us), and a 'Save responses' button. The main content area features the iamproperty | movebutler logo and a 'Personal risk assessment' section. This section includes a sub-instruction 'Ask your client the following to determine risk' and a list of questions with 'Yes' and 'No' checkboxes. A blue line highlights the 'Yes' checkbox for the question 'Is the property valued at over £1 million?'. The 'Edit responses' button is located at the bottom right of the risk assessment section. A small blue icon with a '1' is visible in the bottom right corner.

Dashboard - iamproperty

iam property

iam property | movebutler

iam sold

Personal risk assessment

Ask your client the following to determine risk

Is the instructing person an owner/occupier, executor, or do they have Power of Attorney?	Yes	No
Was this individual met in person?	Yes	No
Is this a 'buy to let' property?	Yes	No
Is the property valued at over £1 million?	Yes	No
Is the client a UK resident?	Yes	No
From a money laundering perspective is there anything unusual or suspicious about this transaction or individual?	Yes	No
Has the property been owned for 12 months or more?	Yes	No
Edit responses		
For your business, is this a more complex or unusually large transaction than normal?	Yes	No
Are there any other factors that might indicate that this is a high risk situation?	Yes	No
Save responses		

All clients, whether individuals or companies must be risk assessed. The questionnaire will differ for vendors and buyers, individuals and companies.

Depending on your responses you may be presented with additional questions.

This is because you have given an answer to a question in the previous section, which we need some more information about, to determine the level of risk.

You can add notes to your risk assessment. For example, if you believe there is something unusual or suspicious about the transaction or individual you can capture this information.

This information will be stored on the transaction overview, in the transaction notes section which you can use to evidence your approach should you need to.

Compliance Module

Risk assessment results

Dashboard

Transactions

Client Onboarding

Conveyancing Opportunities

Property Audit

Compliance

- Order Land Registry Documents
- Compliance Help Centre
- Report a SAR
- Training Library
- Download Template AML Policy
- Download Money Laundering Officer Guide

Service Marketplace

Conveyancing

- My Solicitors
- Compare Solicitors

Agency Settings

Staff Usage

Contact Us

Result

Low Risk

Please follow one of the routes below in order to meet your minimum customer due diligence requirements.

Nothing prevents you from doing more than the indicated routes, if you feel it is appropriate.

Route A Full Electronic Confirmation

Full Electronic Confirmation

Route B PEP & Sanctions Check + Photo ID (or authenticated version)

Upload file

Type*

Choose file

Please select

Save

+ Add another file

You have not uploaded any files to this client yet.

Route C PEP & Sanctions Check + 2x Non Photo ID (where the individual does not have Photo ID)

Upload file

PEP & Sanctions Check

Route D Online Biometric Identity verification

Biometric Online ID Verification

When a risk assessment is complete, you will be presented with a **LOW**, **MEDIUM** or **HIGH** risk result.

Follow the guidance to complete one or more routes listed to 'action minimum due diligence'.

All the routes include prompts to carry out an online search, upload a file, and in higher risk cases, notify your MLO (which will happen automatically)

Our Compliance service includes Biometric Identity Verification, which allows you to send your client an invitation to complete their AML checks remotely, including facial recognition, data verification and document authentication to confirm identity and proof of address.

This helps to save you time and does not require the client to attend an appointment in branch.

It is likely to be required for medium to high risk transactions only as it is the most comprehensive due diligence route.

15 credits per check

Use these arrows to expand each section to find out more on what is required from each route.

Please Note

Sending a **Digital Onboarding** invite is for all and any services enabled including steps for risk assessment, Identification Checks, Method of Sale Audit, charging clients etc.

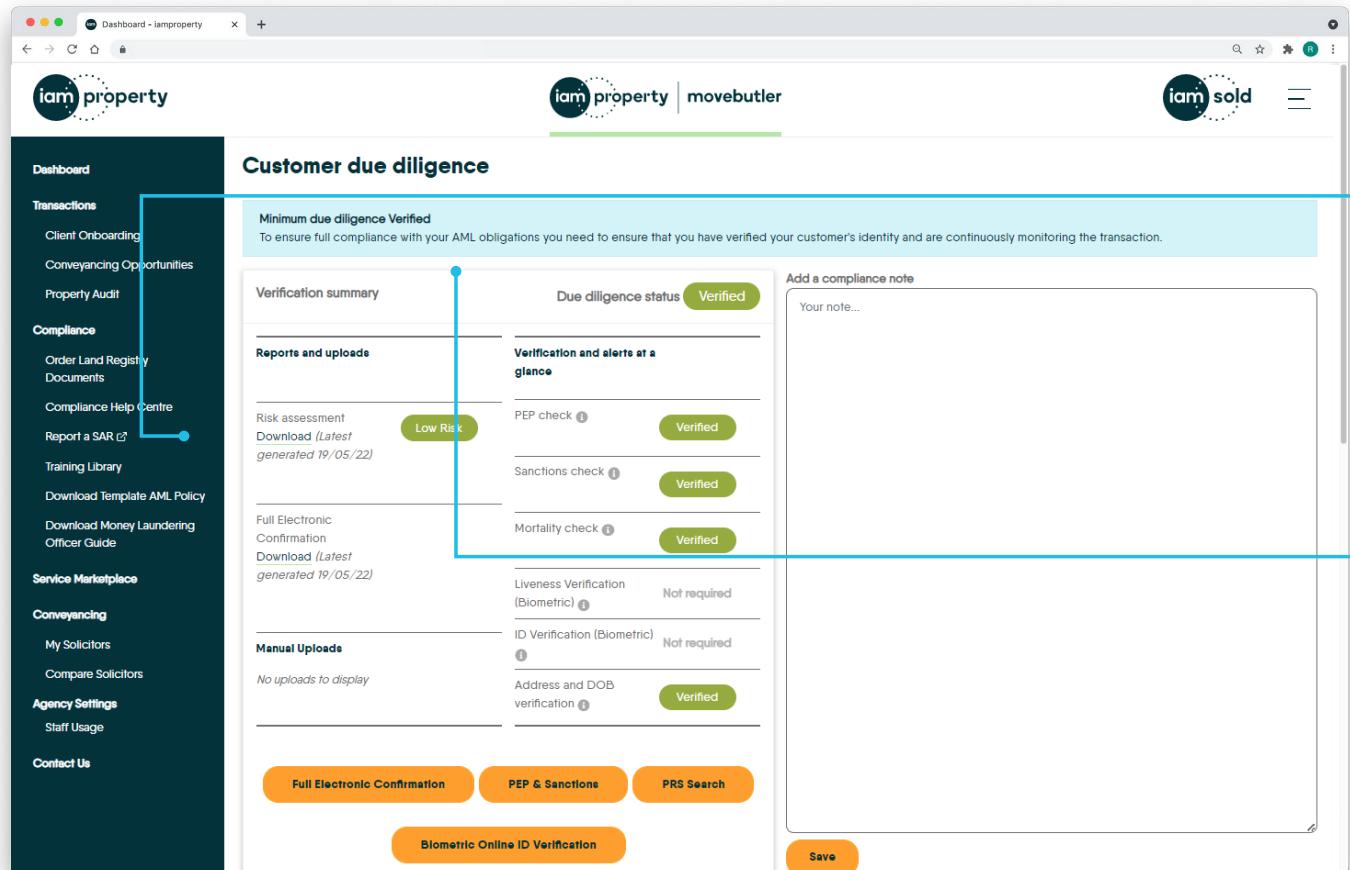
Sending a **Online Biometric Identity verification** invite only, requires the client to log in and complete the Identification Checks process. If digital onboarding is not activated, the movebutler team will not chase up any incomplete client Identification Checks; you will need to action this.

For low-risk clients, Route A is the minimum requirement, however, additional identity checks may be required by the Conveyancers later in the process.

If you have Low Risk Digital Onboarding Journeys enabled, all low risk clients will follow this route.

Compliance Module

Searches and verification summary



Dashboard

Transactions

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Staff Usage

Contact Us

Customer due diligence

Minimum due diligence Verified

To ensure full compliance with your AML obligations you need to ensure that you have verified your customer's identity and are continuously monitoring the transaction.

Verification summary

Due diligence status **Verified**

Reports and uploads

Risk assessment

Download (Latest generated 19/05/22)

Low Risk

Verification and alerts at a glance

PEP check **Verified**

Sanctions check **Verified**

Mortality check **Verified**

Full Electronic Confirmation

Download (Latest generated 19/05/22)

Liveness Verification (Biometric) **Not required**

ID Verification (Biometric) **Not required**

Address and DOB verification **Verified**

Manual Uploads

No uploads to display

Full Electronic Confirmation

PEP & Sanctions

PRS Search

Biometric Online ID Verification

Save

You can order identification searches from the links in the risk assessment result guidance or from the verification summary box.

You can order as many searches as you want, just bear in mind, each search will use credits from your company's pot.

Once you have ordered a search, you can see the result and a link to download the PDF report here.

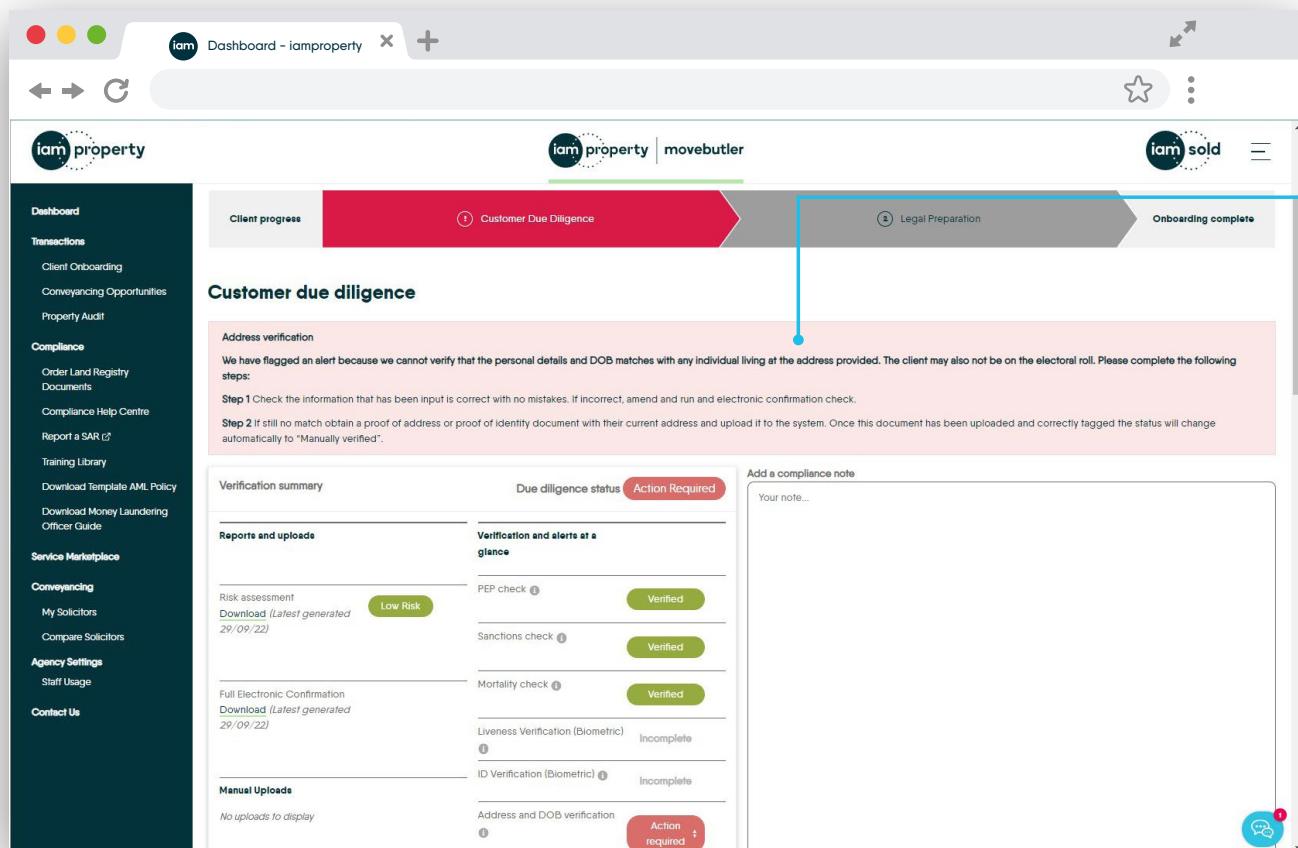
Minimum due diligence has been actioned on this file

This banner will show when all steps from the selected route have been taken and all alerts have been actioned. This may require you to take an alternative route to complete due diligence, but we will provide you with guidance wherever there is an 'action required' label.

To ensure full Compliance with your AML obligations you need to ensure that you have verified your client's identity, investigated any alerts resulting from the online checks, updated documents where required, and are continuously monitoring the transaction. If you are unsure, we're here to help.

Compliance Module

Searches and verification summary



The screenshot shows the 'Customer due diligence' section of the Compliance Module. The 'Verification summary' table includes the following rows:

Category	Details	Status
Reports and uploads	Risk assessment Download (Latest generated 29/09/22)	Low Risk
	PEP check	Verified
	Sanctions check	Verified
	Mortality check	Verified
Manual Uploads	Full Electronic Confirmation Download (Latest generated 29/09/22)	Incomplete
	Liveness Verification (Biometric)	Incomplete
	ID Verification (Biometric)	Incomplete
	Address and DOB verification	Action required

We have updated the verification summary to show key components that the combination of the online searches available, will check for:

- PEP • Sanctions • Liveness verification (Biometric) • ID verification (Biometric) •
- Mortality • Address verification •

Whenever a search is ordered, these labels will update to Verified or Action Required. Action Required means the report has found a possible match or issue with the data provided on the client.

You will be alerted on what each of these alerts mean, and what you should do, by the notification banners at the top of the screen.

On all Action Required labels you are able to use the drop-down option to manually verify the result (match or no match) and then follow the guidance.

For example, if your client has completed a Biometric Online Verification, and this returns an Action Required, it means that the report has flagged possible alerts. This could be something as straight forward as picture quality, such as a blurred image.

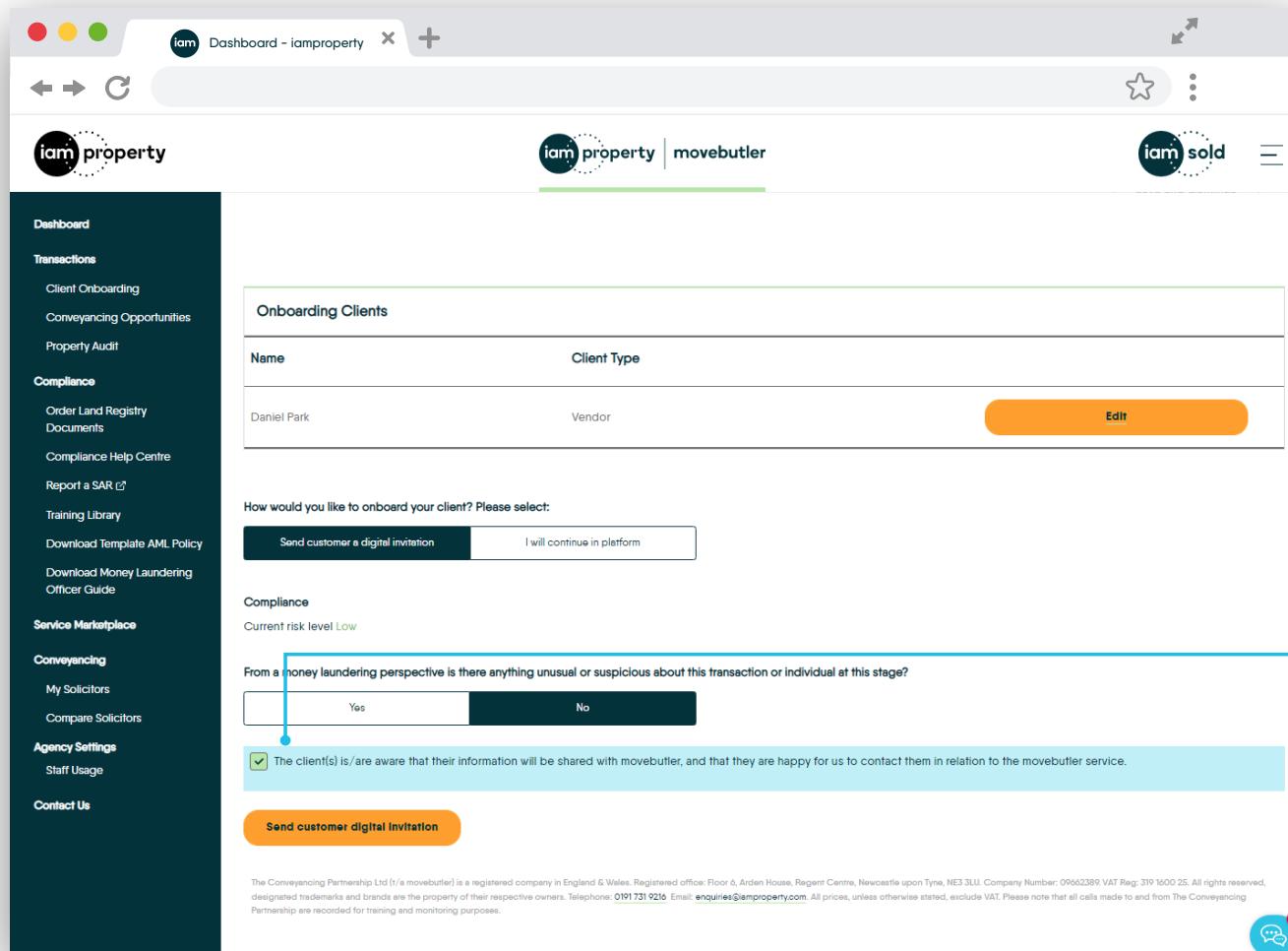
It is up to you to check the report to see if you are satisfied that your client's photograph matches the photograph on the ID they have uploaded and that their Liveness Check confirms that they are a real and present person.

If you're happy to accept the report, you can update the label to 'Manually Verified' (match). If you're not happy with the results, you can update the status to Manually Verified (no match) where you will then be prompted to manually upload a copy of ID.

Once this is done, and if you have actioned all remaining alerts and guidance, your Due diligence status will update to Manually Verified for this client.

Compliance Module

Digital onboarding



The screenshot shows the 'Onboarding Clients' section of the platform. It displays a table with one row for 'Daniel Park' (Vendor). An 'Edit' button is visible. Below the table, a section asks 'How would you like to onboard your client? Please select:' with options 'Send customer a digital invitation' (selected) and 'I will continue in platform'. A 'Compliance' section follows, showing 'Current risk level LOW'. A question 'From a money laundering perspective is there anything unusual or suspicious about this transaction or individual at this stage?' has 'Yes' and 'No' buttons. A note below states: 'The client(s) is/are aware that their information will be shared with movebutler, and that they are happy for us to contact them in relation to the movebutler service.' A 'Send customer digital invitation' button is at the bottom.

Before sending the digital invite you will be asked to verify if there is anything suspicious about the individual.

You will also need to make the client aware that their information will be shared with movebutler, and confirm that they are happy for us to contact them in relation to their sale/purchase and service offerings

Compliance Module

Re-send digital onboarding invite

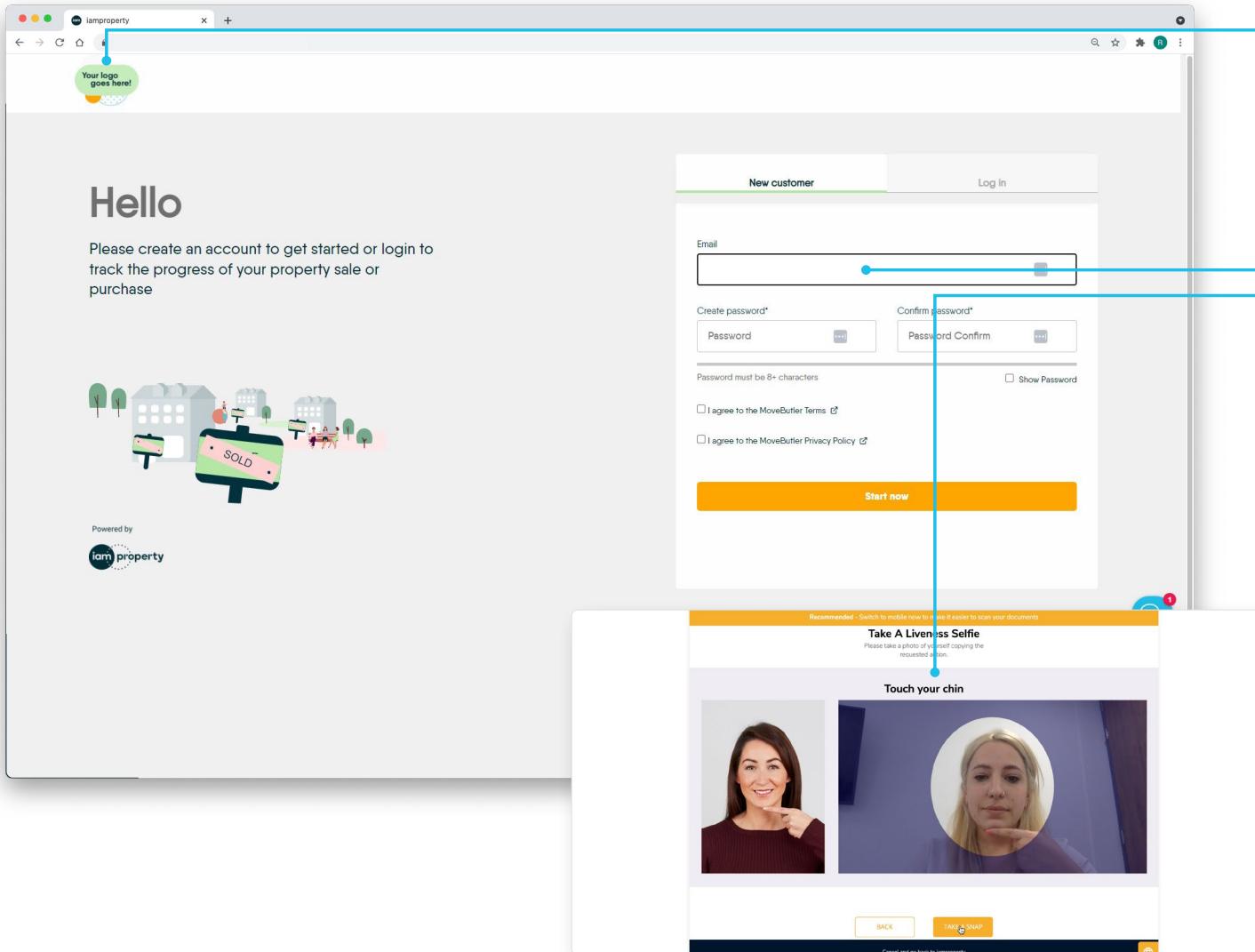
The screenshot shows the iam property dashboard with the following sections:

- Left Sidebar:** Includes links for Dashboard, Transactions, Client Onboarding, Conveyancing Opportunities, Property Audit, Compliance (Order Land Registry Documents, Compliance Help Centre, Report a SAR, Training Library, Download Template AML Policy, Download Money Laundering Officer Guide), Service Marketplace, Conveyancing (My Solicitors, Compare Solicitors), Agency Settings (Staff Usage), and Contact Us.
- Header:** Shows the iam property logo and movebutler integration.
- Transaction Overview:** Displays property details for an address in St. Quentin Close, South Yorkshire, Leasehold, with a value of £300,000.
- Title Register Check:** Shows a record for SYK570382, created 2 months ago.
- Clients:** A table showing client details and onboarding status. One client entry for "19 May 2022" has a "Re-send invite" button highlighted with a blue callout box.

You can resend the invite, or invite to onboard within the transaction view under the clients section.

Compliance Module

Client digital onboarding invite and welcome call



Your clients journey through these steps will feature your branding.

Your client will receive an email with a link to create an account and access the risk assessment and Identification Checks on screen - this will include taking a selfie, a liveness check and uploading ID documentation before submitting.

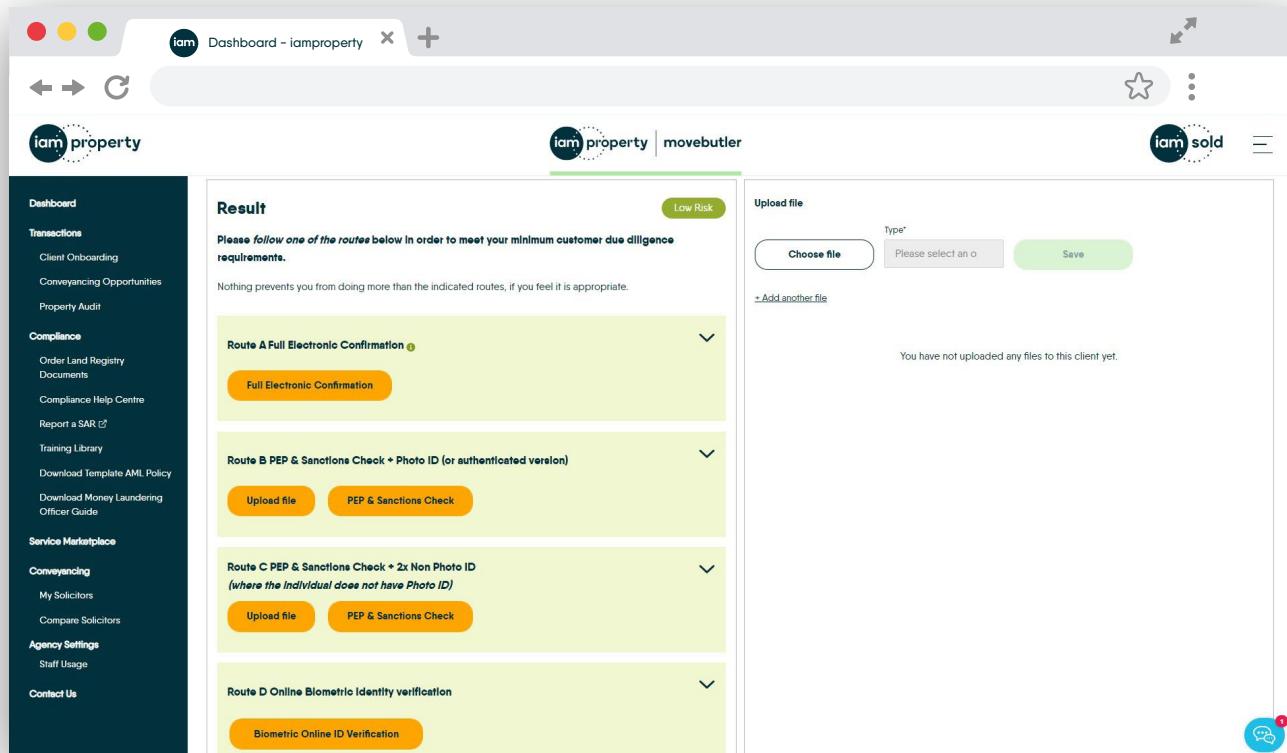
If you have **Compliance and Legal Preparation enabled** we're now enhancing our client support provision with the introduction of a Welcome Call as standard for all clients going through digital onboarding.

These calls are made by our specialist team of movebutlers and are designed to guide clients through the process, increase conversions and improve the overall experience.

All you need to do is let the client know to expect a call and we'll do the rest!

Compliance Module

Identification verification options for digital onboarding



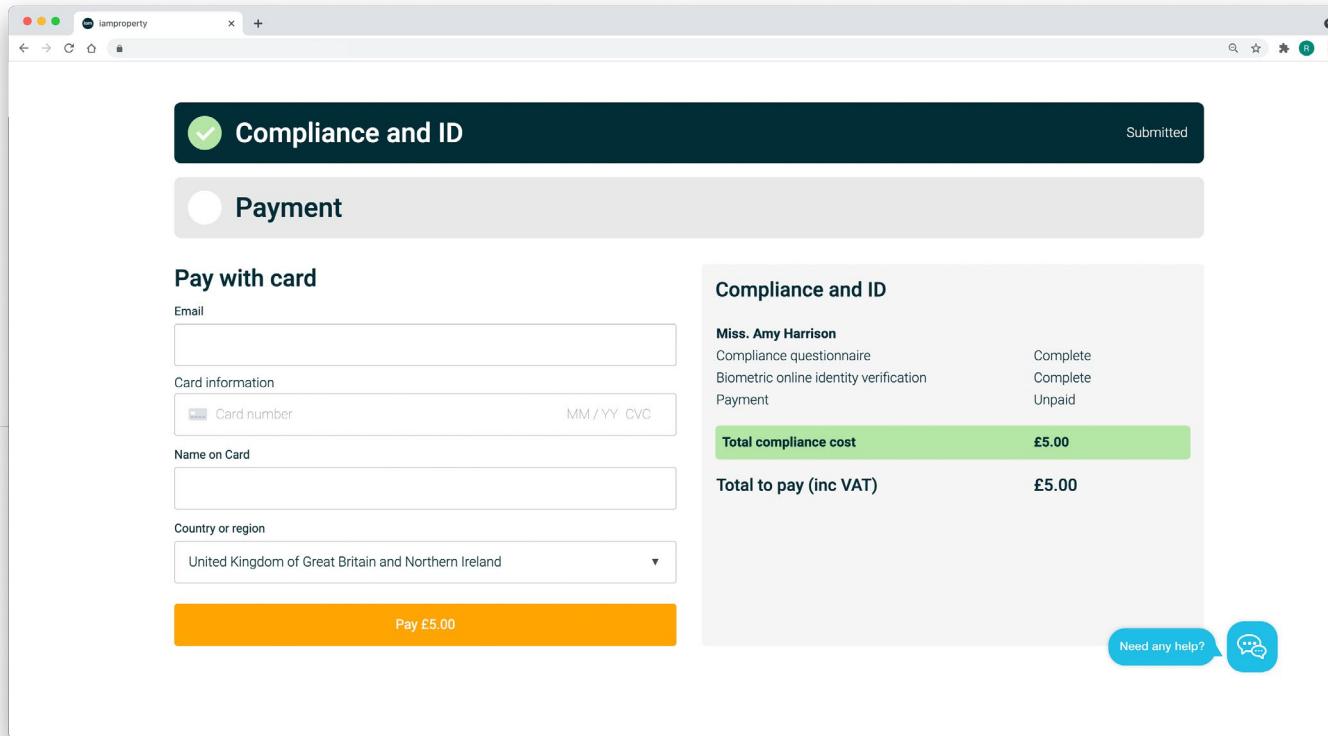
The screenshot shows the 'Dashboard - iamproperty' page. On the left, a sidebar lists various compliance-related sections: Dashboard, Transactions, Client Onboarding, Conveyancing Opportunities, Property Audit, Compliance (Order Land Registry Documents, Compliance Help Centre, Report a SAR), Training Library, Download Template AML Policy, Download Money Laundering Officer Guide, Service Marketplace, Conveyancing (My Solicitors, Compare Solicitors), Agency Settings (Staff Usage), and Contact Us. The main content area is titled 'Result' and contains a 'Low Risk' badge. It instructs the user to 'Please follow one of the routes below in order to meet your minimum customer due diligence requirements.' Below this, it states 'Nothing prevents you from doing more than the indicated routes, if you feel it is appropriate.' Four routes are listed: 'Route A Full Electronic Confirmation' (highlighted in green), 'Route B PEP & Sanctions Check + Photo ID (or authenticated version)', 'Route C PEP & Sanctions Check + 2x Non Photo ID (where the individual does not have Photo ID)', and 'Route D Online Biometric Identity verification'. Each route has a corresponding yellow button: 'Full Electronic Confirmation', 'Upload file' and 'PEP & Sanctions Check', 'Upload file' and 'PEP & Sanctions Check', and 'Biometric Online ID Verification'. To the right of the routes, there is a 'Upload file' section with a 'Choose file' button, a 'Type*' field (labeled 'Please select an o'), and a 'Save' button. A message below the file upload area says 'You have not uploaded any files to this client yet.' A small 'iam sold' badge is visible in the top right corner of the main content area.

As default digital onboarding is set to biometric verification, however, we're now giving you the chance to simplify the digital onboarding journey for low risk clients, with the option to choose the Full Electronic Confirmation route, rather than the Biometric Identification verification being used as standard. This will streamline the process for clients and offer you a more cost effective option.

This change adheres to HMRC guidance and you will still get the risk assessment and AML paper trail for auditing purposes.

Compliance Module

Charging for Compliance



Compliance and ID

Submitted

Payment

Compliance and ID

Miss. Amy Harrison

Compliance questionnaire
Biometric online identity verification
Payment

Complete
Complete
Unpaid

Total compliance cost: £5.00

Total to pay (inc VAT): £5.00

Pay £5.00

Need any help?

If you have digital onboarding enabled you will have the option to enable client charging for Biometric Identification Verification - you can even set your own pricing. The client will be asked for payment details at the end of their online process.

Charging only applies to Biometric Identification Verification, if you have Low Risk Client Journeys Enabled you can not charge for the Full Electronic Confirmation.

Compliance Module

Client due diligence review for digital onboarding

The screenshot shows the 'Client Onboarding' section of the iam property movebutler dashboard. On the left, a sidebar lists various compliance-related links. The main area displays a summary of verification status for Liveness Verification (Incomplete), ID Verification (Incomplete), and Address and DOB verification (Verified). Below this are buttons for 'Full Electronic Confirmation', 'PEP & Sanctions', 'PRS Search', and 'Biometric Online ID Verification'. A 'Save' button is located at the bottom of this summary section. The main content area contains two sections: 'Due diligence requires approval' and 'Please review your initial assessment to confirm approval'. The 'Due diligence requires approval' section includes a note about reviewing risk assessment and verification results, and a question about unusual or suspicious activity. It features 'Yes' and 'No' buttons and a 'Submit' button at the bottom. The 'Please review your initial assessment to confirm approval' section is partially visible below it.

If the client has completed the risk assessment questionnaire and Identification Checks online, this section will appear on their client due diligence page. It asks you to review and confirm that there is nothing suspicious about the transaction. This helps ensure you are fulfilling AML obligations as an Agent.

Once this is done and all alerts are actioned, your due diligence will update to verified/ manually verified.

There's no need to drill down into the transaction and client each time - Track all client due diligence specifically, using the **Client Onboarding** link in the left hand side menu

Compliance Module

The Method of Sale Audit

The screenshot shows the 'Compliance and ID' section of the iamsold dashboard. It includes a heading 'Confirming the best route for you' and a note about the Property Ombudsman code of conduct. Below this is a section titled 'A quick recap of your circumstances' with three questions:

- 1. Are you connecting this sale with an onward purchase? (Yes/No)
- 2. How quickly do you need to move? (Within 3 months/Within 6 months/I don't mind how long it takes)
- 3. How important is it that you get a financial commitment upfront from your buyer? (Important/Nice to have/Unimportant)

Below these questions, there is a note: 'You're currently onboarding for our **Private Treaty** service, but based on what you've told us, you may want to consider our **Modern Method of Auction** service.'

Two diagrams are provided to explain the processes:

- The Private Treaty route:** A timeline showing steps: Instruction (airplane icon), SSTC (house icon), Searches Ordered (magnet icon), Searches Returned (hand icon), Enquiries Satisfied (hand icon), Ready to Exchange (handshake icon), Exchange (document icon), and Completion (house icon). A green callout 'A good fit if...' lists: Maximising price achieved is a top priority and You need flexible timescales because you're likely to be in a chain. A pink callout 'Not a good fit if...' lists: Speed and a known timescale are important and Security and reducing the risk of a potential fall-through is important.
- The Modern Method of Auction process:** A timeline showing steps: Instruction (airplane icon), Auction Pack Generated (document icon), SSTC (house icon), Exchange (document icon), and Completion (house icon). A green callout 'A good fit if...' lists: Speed and a known timescale are important and Security and reducing the risk of a potential fall-through is important. A pink callout 'Not a good fit if...' lists: Maximising price achieved is a top priority and You're likely to be in a chain and need flexible timescales.

At the bottom, there is a question: 'If we haven't found you the right buyer in the next 4 weeks, would you be interested in discussing this alternative method of sale?' with 'Yes' and 'No, I'm not interested' options. A 'Submit and continue' button is at the bottom right, with a blue circular icon containing a white question mark and a '1'.

The Method of Sale Audit

The Method of Sale Audit feature has been designed in line with TPO guidance, to support best practice and allow more opportunities for consumers to consider all methods of sale available to them.

It works by asking consumers some simple questions during the onboarding process to validate the method of sale they are using.

By further understanding their circumstances, **movebutler** provides you feedback on their expectations. If you also use iamsold auctions, they will be presented with relevant, unbiased information about the options available to them and the pros and cons of each. This allows you to fulfill your TPO requirements within the platform.

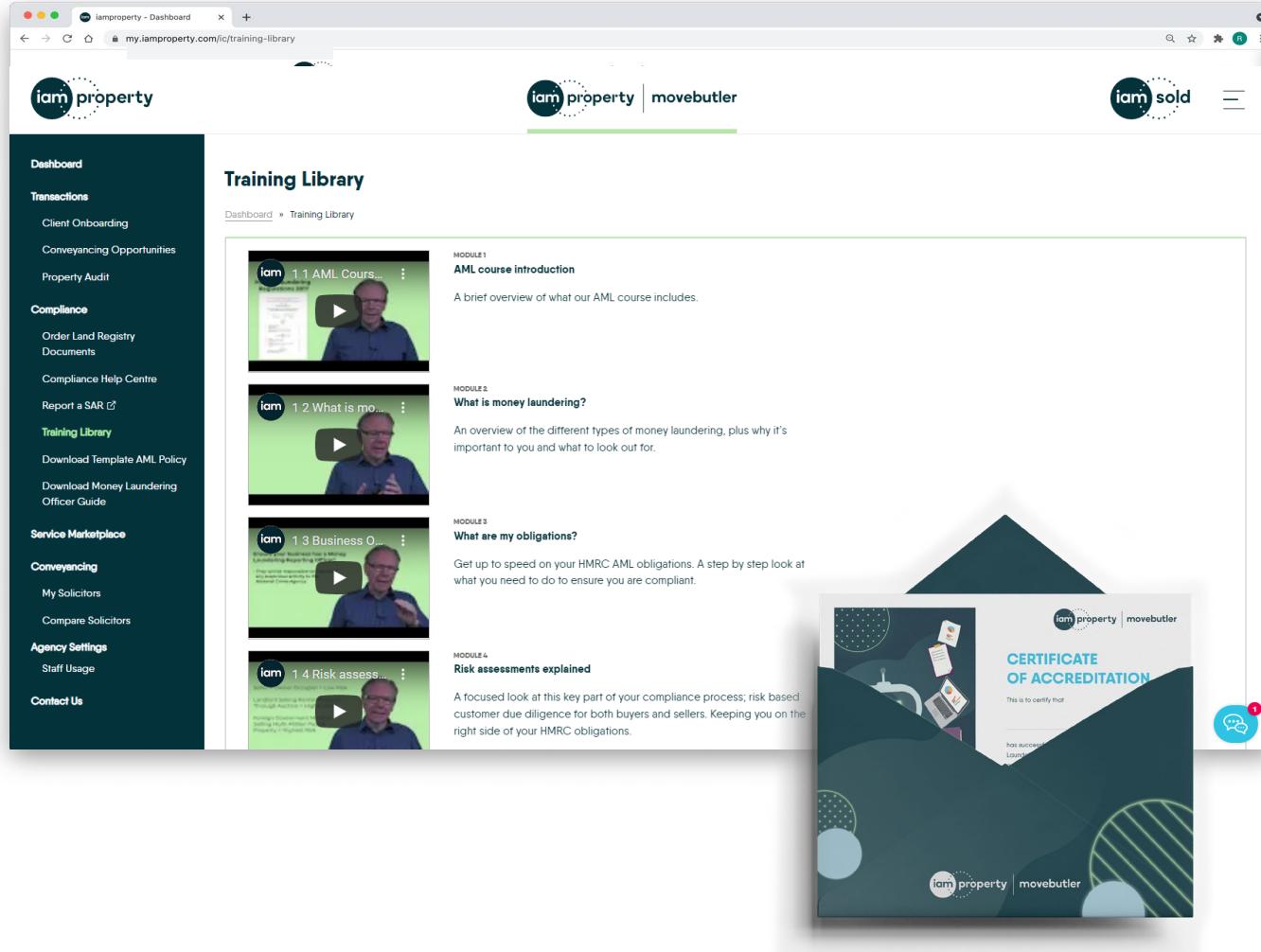
The consumer can then choose to continue with their already chosen method of sale or speak to you to find out more about any alternative that they might not have already considered or discussed.

Compliance Module

Client overview

Compliance Module

AML training library



The screenshot shows the 'Training Library' section of the iam property | movebutler platform. On the left, a sidebar menu includes 'Dashboard', 'Transactions', 'Client Onboarding', 'Conveyancing Opportunities', 'Property Audit', 'Compliance' (with sub-options like 'Order Land Registry Documents', 'Compliance Help Centre', 'Report a SAR', and 'Training Library'), 'Service Marketplace', 'Conveyancing', 'Agency Settings', and 'Contact Us'. The main content area is titled 'Training Library' and shows four video modules:

- MODULE 1: AML course introduction**
A brief overview of what our AML course includes.
- MODULE 2: What is money laundering?**
An overview of the different types of money laundering, plus why it's important to you and what to look out for.
- MODULE 3: What are my obligations?**
Get up to speed on your HMRC AML obligations. A step by step look at what you need to do to ensure you are compliant.
- MODULE 4: Risk assessments explained**
A focused look at this key part of your compliance process: risk based customer due diligence for both buyers and sellers. Keeping you on the right side of your HMRC obligations.

A large graphic of a 'CERTIFICATE OF ACCREDITATION' is overlaid on the bottom right of the screen. The certificate is dark blue with white text and features the iam property | movebutler logo. It includes a small speech bubble icon with the number '1'.

Annual certification available with interactive quiz for your staff to complete with annual reminders when they need to re-take. If you are an administrator you can switch this feature on in your payments and billing area in your control panel.

LEGAL PREPARATION MODULE

Legal Preparation Module

In-platform Legal Preparation journey

Please note: By selecting our Recommended bundle, you now need to select one of our recommended solicitors. If you already know which solicitor you are going to use, or would like to decide later, you will need to go back and select the Basic bundle.

Compare solicitors

Solicitor ↑	Location ↑	Average completion time (days) ↑	Customer rating ↑	Legal Fees ↑	Disbursements ↑	Total ↑
<input type="checkbox"/> Imogentown Eileen Clarke	Wiltshire	29	★★★★★	£420.00	£1780	£43780
<input type="checkbox"/> Solicitor 1 Solicitor	County Durham	59	★★★★★	£1,058.40	£1780	£1,076.20
<input type="checkbox"/> Solicitor 2 Solicitor	County Durham	59	★★★★★	£886.80	£1780	£904.60
<input type="checkbox"/> Regent Centre Regent Centre	Tyne and Wear	40	★★★★★	£900.00	£1780	£917.80

Please select and instruct one of the solicitors above, or choose one of these options:

Submit to movebutler

Once you've completed due diligence, help your vendors get legally prepared upfront with the Conveyancing Panel, to help speed up the process once a buyer is found.

Select multiple quotes to compare with your client. You can email these easily from this section as well as download individual quotes.

If they are not sure on using one of our panel solicitors you can easily click on Decide Later.

Our movebutler team will chase this in the coming days to try and convert the lead to instruction for you.

Legal Preparation Module

Digital onboarding Legal Preparation journey

2. View quotes and select a solicitor

Do you have an existing mortgage?

Yes

Easily compare our solicitors by cost, speed, and customer ratings

Solicitor Ref	Location	Average completion time (days)	Customer rating	Disbursements	Legal Fees	Total cost
#2	NEWCASTLE UPON TYNE	52 days	★★★★★	£17.80	£1,140.00	£1,157.80
#5	Bradford	40 days	★★★★★	£17.80	£900.00	£917.80
#4	DURHAM	59 days	★★★★★	£17.80	£886.80	£904.60
#3	DURHAM	59 days	★★★★★	£17.80	£1,058.40	£1,076.20

I will decide later

I already have a solicitor

Your client will see the same table within the digital onboarding process and once they have instructed a Conveyancer it will show on your Conveyancing opportunities as instructed

Legal Preparation Module

Conveyancing quote only

The screenshot shows the 'Dashboard - iamproperty' interface. On the left, a sidebar lists various modules: Dashboard, Transactions (Client Onboarding, Conveyancing Opportunities, Property Audit), Compliance (Order Land Registry Documents, Compliance Help Centre, Report a SAR), Training Library, Download Template AML Policy, Download Money Laundering Officer Guide, Service Marketplace (Conveyancing: My Solicitors, Compare Solicitors, Agency Settings), and Agency Settings. The main content area is titled 'Onboarding Clients'. It shows a table with one row: Name (Jeremy Jenny Barker) and Client Type (Prospective Vendor). Below the table, a button says 'Edit'. A modal window is overlaid on the page, titled 'How would you like to onboard your client? Please select:'. It contains three options: 'Send customer a digital invitation' (selected), 'I will continue in platform', and 'Submit to movebutler for conveyancing'. The 'Submit to movebutler for conveyancing' option is highlighted with an orange border. At the bottom of the main content area, there is a small legal notice: 'The Conveyancing Partnership Ltd (t/a movebutler) is a registered company in England & Wales. Registered office: Floor 6, Arden House, 100 Arden Street, Birmingham, B3 2PA. Company Number: 09662389. VAT Reg: 319 1600 25. All rights reserved. Designated trademarks and brands are the property of their respective owners. All prices, unless otherwise stated, exclude VAT. Please note that all calls made to and from The Conveyancing Partnership are recorded.'

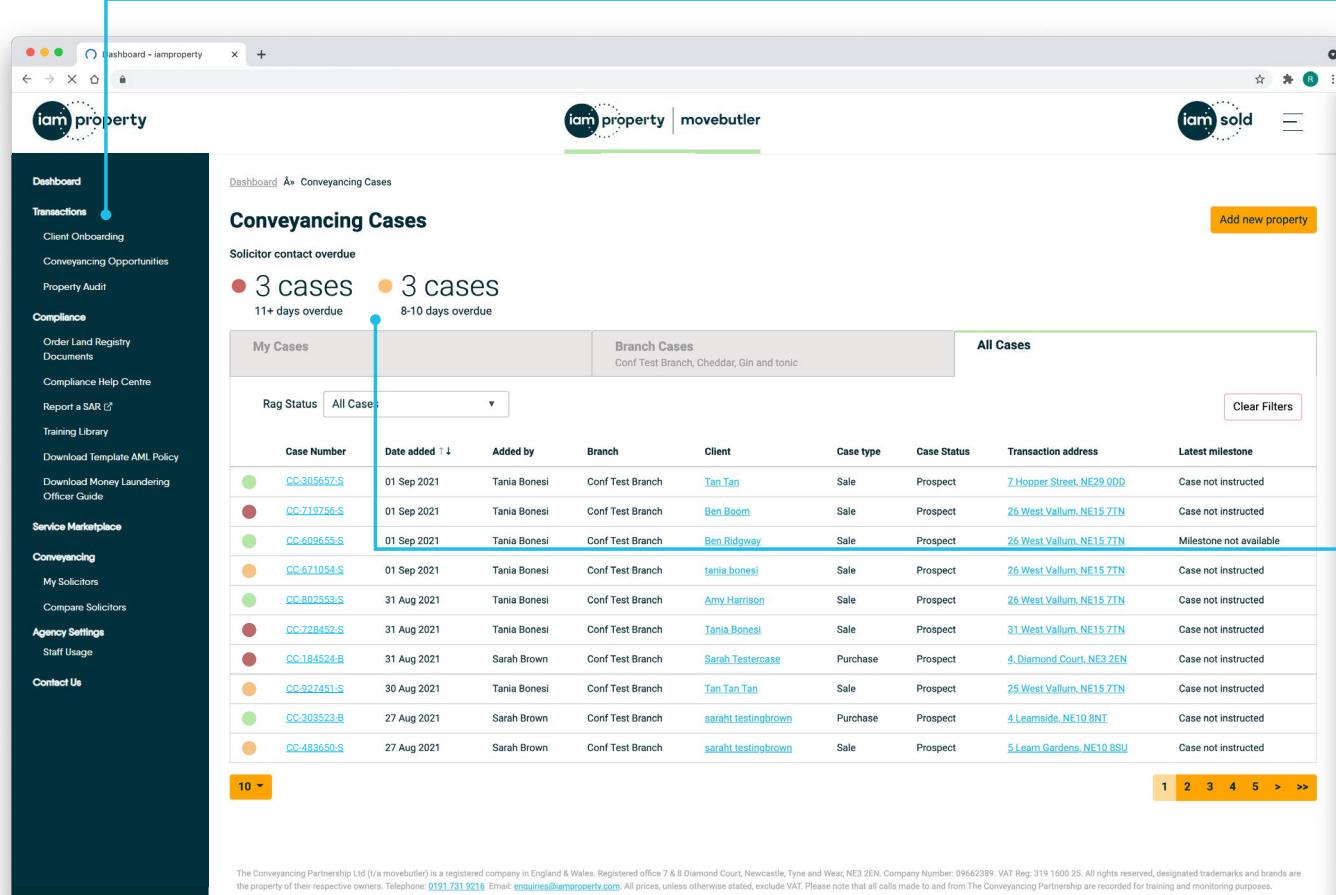
Submit to movebutler for a quick quote

If you have a client who is just interested in a Conveyancing quote from you, you will see the option from the homepage. Once you've added the client details you can continue to the in-platform route or sending a digital invite so the client can self quote and self instruct, or simply submit this to the **movebutler** team who will take care of this for you.

The team will contact the client, confirm their circumstances, provide them with a set of comparison quotes and even instruct their chosen solicitor if the client is happy to proceed!

Legal Preparation Module

View all Conveyancing cases



Case Number	Date added	Added by	Branch	Client	Case type	Case Status	Transaction address	Latest milestone
CC-305657-S	01 Sep 2021	Tania Bonesi	Conf Test Branch	Tan.Tan	Sale	Prospect	7 Hopper Street, NE29 0DD	Case not instructed
CC-719756-S	01 Sep 2021	Tania Bonesi	Conf Test Branch	Ben Boom	Sale	Prospect	26 West Vallum, NE15 7TN	Case not instructed
CC-609655-S	01 Sep 2021	Tania Bonesi	Conf Test Branch	Ben Ridgway	Sale	Prospect	26 West Vallum, NE15 7TN	Milestone not available
CC-671054-S	01 Sep 2021	Tania Bonesi	Conf Test Branch	tania.bonesi	Sale	Prospect	26 West Vallum, NE15 7TN	Case not instructed
CC-802553-S	31 Aug 2021	Tania Bonesi	Conf Test Branch	Amy Harrison	Sale	Prospect	26 West Vallum, NE15 7TN	Case not instructed
CC-728452-S	31 Aug 2021	Tania Bonesi	Conf Test Branch	Tania.Bonesi	Sale	Prospect	31 West Vallum, NE15 7TN	Case not instructed
CC-184524-B	31 Aug 2021	Sarah Brown	Conf Test Branch	Sarah.Testercase	Purchase	Prospect	4 Diamond Court, NE3 2EN	Case not instructed
CC-9227451-S	30 Aug 2021	Tania Bonesi	Conf Test Branch	Tan.Tan.Tan	Sale	Prospect	25 West Vallum, NE15 7TN	Case not instructed
CC-303523-B	27 Aug 2021	Sarah Brown	Conf Test Branch	sarah.testingbrown	Purchase	Prospect	4 Leamside, NE10 8NT	Case not instructed
CC-183650-S	27 Aug 2021	Sarah Brown	Conf Test Branch	sarah.testingbrown	Sale	Prospect	5 Leam Gardens, NE10 8SU	Case not instructed

View all Conveyancing case records in one list by accessing the client onboarding link from the left hand menu. View key information at a glance to quickly find what you're looking for.

Track cases and quickly identify those where an update needs to be requested. Bulk request these in one go, to save time!

Note: Some movebutler managed Conveyancers may be a little slow to add an update, but our dedicated team are always monitoring this and will also chase up on your behalf, so it's one less thing to worry about.

Legal Preparation Module

Track Conveyancing progress

Conveyancing case for the sale of
26 West Vallum, NE15 7TN

Status: Instructed
Case Reference: CC-000170-S

Request solicitor Update Upload file Add note

movebutler managed solicitor firm
Instructed
Instructed by Tania Bonesi
MB managed office
test@test.com
0191 239 0802

No conveyancer assigned

Property Information Forms:
Tenure: Freehold
Buying position: Vendor
Property value: £12,222.00
Vendors: Tania Bonesi
Quoted Solicitor: movebutler managed solicitor firm: MB managed office

Property Information Forms:
Prompt Vendor
Disclosure of material facts - Part A (100% completed)
Legal process additional information - Part B (100% completed)

Sale milestones:

Carry out welcome call	27 Oct 2022
Customer Welcome Pack Sent	27 Oct 2022
Customer Welcome Pack Received	27 Oct 2022
ID verified	27 Oct 2022
Instruction Confirmed	27 Oct 2022

Conveyancing Notes:

Date added	Added by	Note
27 Oct 2022 18:21	Tania Bonesi	Tania Bonesi has instructed solicitor movebutler managed solicitor firm: MB managed office
27 Oct 2022 18:21	Tania Bonesi	Quote CQ-000059 was generated by Tania Bonesi on 27 Oct 2022 18:21.

Add note

Once you have gone through the legal preparation steps with your client (or they have completed this themselves via the digital onboarding route) you'll be able to track progress and milestones of this case.

Request an update from the solicitor once a case is instructed to follow up or chase progress.

There's no need to drill down into the transaction and client each time - Track all cases specifically, using the **Conveyancing Opportunities** link in the left hand side menu.

Legal Preparation Module

Client tracking View

The screenshot shows a web-based dashboard for a client named Dennis. The top left corner features a placeholder for 'Your logo goes here!' with a green circular icon. The main header is 'Your conveyancing tracker'. On the left, a 'Welcome to your dashboard, Dennis' section includes a message: 'Thank you for registering with Agent A, you're one step closer to selling your property!'. Below this is a 'Sale milestones' section with a list of tasks and their completion dates:

Milestone	Date
Carry out welcome call	(15/03/21)
Customer welcome pack sent	(15/03/21)
ID verified	(15/03/21)
Instruction confirmed	(15/03/21)
Memo of Sale received	
Money on account received	
Title information ordered from land registry	(15/03/21)
Contract pack issued	
Enquiries Raised	(15/03/21)
Enquiries Answered	
Signed documents received from customer	(15/03/21)
Ready to exchange	
Exchange of contracts	
Completion date set for	
Sale completed	

The main content area shows a case summary: 'Your sale of 12 Tweedale Terrace, Nottingham, NT14 3XL' with a purchase price of £340,000 and an onboarding specialist, Charlotte Jones. It also lists the client's solicitor: 'Solicitor x, 12 Street name, Whitby, BL34 7TN' with contact details for Tina Fey (Call: 01986 345 8786, Email: tina.fey@sol.com). A 'Your legal package' section indicates a 'Premium' level with a £49.00 deposit and a £210.00 search bundle. A 'Request an update' form is present, with fields for 'To' and 'Your message', and a 'Submit' button. The dashboard is branded with 'Powered by iam property' at the bottom left.

Once they have instructed a solicitor, clients can track milestones and progress through their own dashboard and request updates directly from the solicitor – reducing your admin burden.

SURVEYS MODULE

Surveys Module

Request a call and quote

Dashboard

Transactions

Client Onboarding

Conveyancing Opportunities

Property Audit

Compliance

Order Land Registry Documents

Compliance Help Centre

Report a SAR

Training Library

Download Template AML Policy

Download Money Laundering Officer Guide

Service Marketplace

Conveyancing

My Solicitors

Compare Solicitors

Agency Settings

Staff Usage

Contact Us

Property Survey

By requesting a call you are happy for us to pass your details to our survey providers

Request a call

Not interested

Benefits to your client

- A survey will provide you with peace of mind.
- All our surveyors are RICS qualified.
- Our surveyors have local knowledge.
- Our surveyors are happy to discuss reports and assist with any questions that may arise from the survey.
- Our surveyors are happy to discuss reports and assist with any questions that may arise from the survey.
- 10m professional indemnity insurance on all surveys.
- We have a dedicated Private Client Team to guide you through the survey process.

What are the different survey levels to choose from?

RICS Home Survey Level 2 (Survey Only) from £400

is a report suitable for conventional properties, built from common building materials and in reasonable condition. The focus of the report is on assessing the general condition of the main elements of the property.

RICS Home Survey Level 2 (Survey and Valuation) from £450

is as above, but also includes the surveyor's professional opinion on the 'market value' of the property and an insurance reinstatement figure.

RICS Home Survey Level 3 from £750

is a report suitable for a larger, older or run-down property, a building that is unusual or significantly altered, or if you are planning major works. It provides detailed information about the structure and fabric of the property.

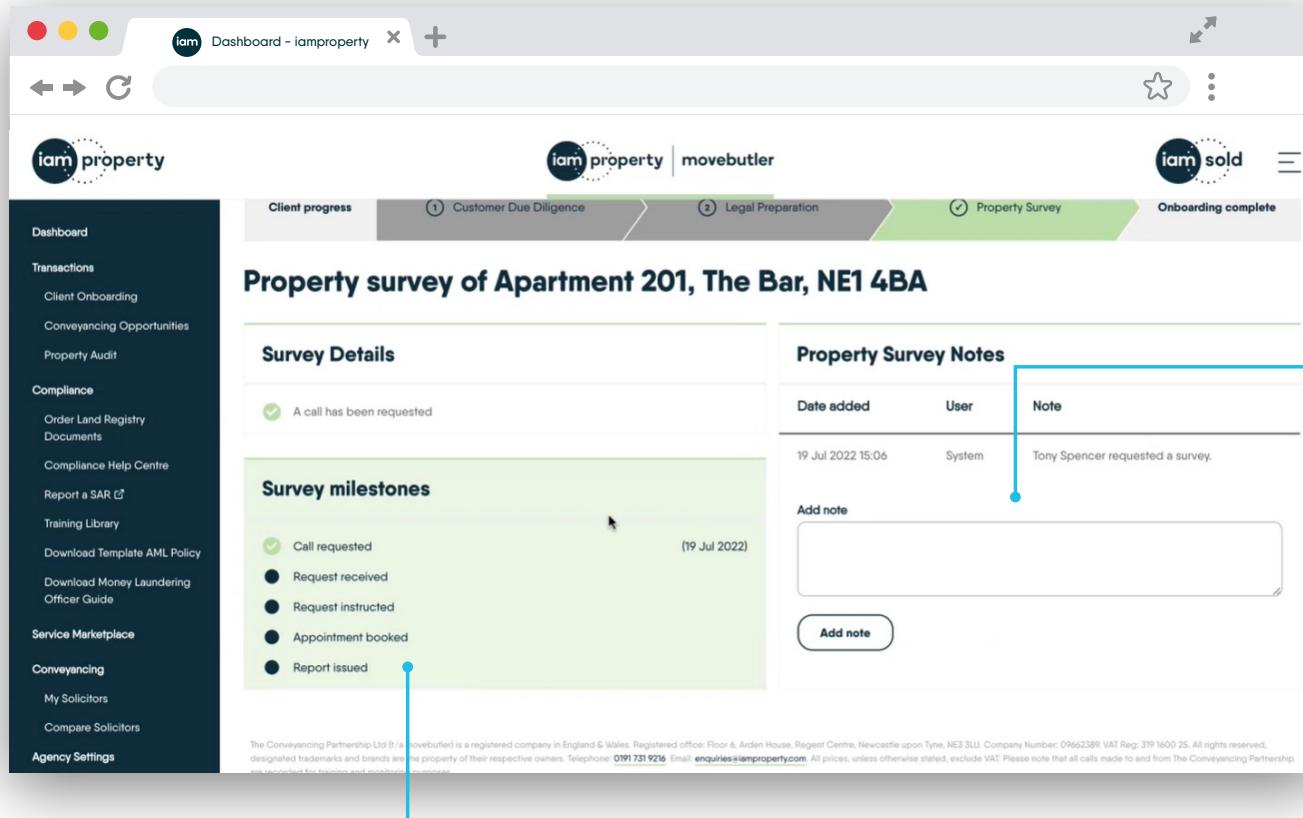
In both the in-platform and digital onboarding routes, buyers will have the option to request a survey.

If your client wants to request a call to discuss this with our surveys provider and get a quote click this box, if they don't want to proceed at this stage click not interested.

If you have selected "not interested" at this stage, you can go back to request a call in the client record.

Surveys Module

View status and milestones in-platform



Property survey of Apartment 201, The Bar, NE1 4BA

Survey Details

A call has been requested

Survey milestones

Call requested (19 Jul 2022)

Request received

Request instructed

Appointment booked

Report issued

Property Survey Notes

Date added	User	Note
19 Jul 2022 15:06	System	Tony Spencer requested a survey.

Add note

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You can add any notes about the conversation with the client.

The milestones and status will then be displayed within the client's file. Milestones will automatically be updated as the case progresses.

Surveys Module

Digital onboarding client view

Your logo goes here!

Welcome to your dashboard

Completed:

- Compliance and ID Submitted Completed
- Legal verification TBI Solicitors Track progress
- Financial verification Appointment booked Track progress
- Property survey Call requested Track progress

Powered by

Welcome to your dashboard

FOR THE PURCHASE OF

Tawnies, 424 Westgate Road, NE4 9BN

Thank you for registering with iamproperty, you're one step closer to buying your property!

Your property survey tracker

Survey milestones

- Call requested (07 Oct 2022)
- Request received
- Request instructed
- Appointment booked
- Report issued

Surveys Module

Request a call post-onboarding

Dashboard - iamproperty

Client progress

① Customer Due Diligence

② Legal Preparation

③ Property Survey

Onboarding complete

Send customer(s) onboarding invite

Property survey of Apartment 201, The Bar, NE1 4BA

No survey requested

Request a call

Property Survey Notes

Date added	User	Note
19 Jul 2022 15:07	System	Tony Spencer is not interested in a survey.

Add note

Add note

If the client was not interested at the time you can see in the screen that "No survey has been requested"

You can update this after initial onboarding by clicking Request a call. This will take you back to the initial Property survey screen

SUPPORT AND MENU

Support and Menu

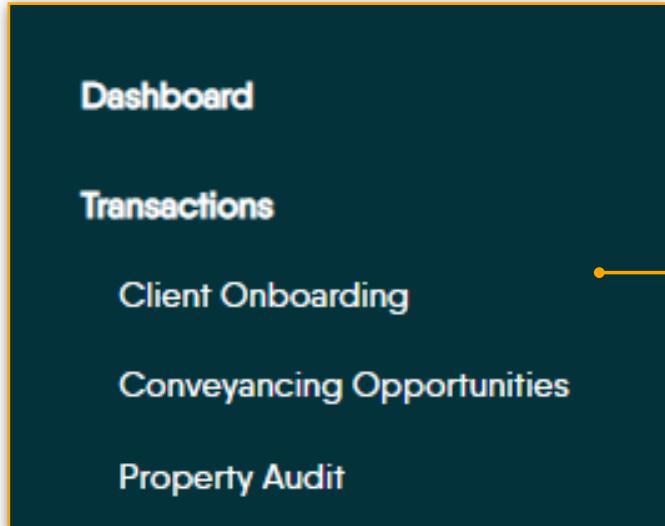
In-platform support

The image displays three screenshots of the movebutler dashboard, highlighting various support and menu features:

- Dashboard:** Shows a main dashboard with a "Start here!" button, "Add a new property or client" section, and an "Upfront material information features available now!" section. A blue callout box points to the bottom-right chat icon, stating: "You can get support at any time by clicking the chat icon at the bottom right of the screen."
- Help Centre:** Shows a message from "Steve Owles" in the "iamproperty Team" section. A blue callout box points to the "ASK" button, stating: "This allows you to start a chat with our online support team."
- Search:** Shows a search interface with a "Search for articles" bar and "ASK" and "SEARCH" buttons. A blue callout box points to the "SEARCH" button, stating: "Or search our topics on our helpcrunch database."

Support and Menu

Menu



Transaction menu allows you to see all, client onboarding, Conveyancing cases and properties added to movebutler.

These give you quick access to an overview screen so you can see:

Client onboarding

- Client and property
- Onboarding status
- Risk Level and status
- Due diligence

Conveyancing Opportunities

- Client and property
- Case type (Sale or purchase)
- Cast status
- Latest Milestone update

Property Audit

- Property
- Title plan (order/download)
- Title register (requested/download)

Support and Menu Menu



movebutler Dashboard

Frequently Asked Questions - General

I / my company has run out of credits, how do I order more?

Navigate to the Payments and Billing section on the Control Panel (≡). This will show your credit balance and the Buy Credits button.

You will be presented with the bundle options. Choose which bundle you wish to purchase and follow the process to payment. If you have purchased credits in the past, you won't have to input your card details again, unless you want to use another card. You will then have the option to save your card details and auto-renew this bundle when your credits run out.

If you don't have Account Administrator access, you will not see the Payments and Billing section. Contact your Account Administrator to advise and request more credits.

How do I see the expiry date of my credit bundle?

The credits that you purchase with a Credit Bundle will expire after 12 months.

You will need Account Administrator access to view the expiry date. You can find this in next to the active credits in the Payments and Billings section on the control panel.

How much do the credit bundles cost?

Please see the next page for a full list of bundle options.

What is the credit value of searches?

- A biometric online verification uses 15 credits.
- A Full electronic confirmation uses 11 credits.
- A PEP & Sanctions check uses 5 credits.
- An International client search uses 7 credits.
- A PRS (property register search) uses 10 credits.

The effective cost of the search will be determined by which credit bundle you / your company have purchased.

Every time you order a search, you will see the outstanding credit balance and the number of credits the order will cost you.

How do I change my auto-renew preferences?

If you are an Account Administrator, navigate to the Payments and Billing section on the Control Panel (≡).

If a card is already saved, you'll see the auto renew preferences on the right hand side. Simply toggle to switch auto renew on or off. If you don't have a card saved, you'll be able to set these preferences once you make a new purchase with a new card.

Do Land Registry documents use my credits?

No, Land Registry are charged separately to client searches and cost £3.00 each. If you have your card saved to auto-renew Land Registry, it means that your staff won't have to input a card each time to purchase these types of documents..

How can I contact you?

You can find our contact details in the footer on all system pages. If you want immediate support, simply use our **instant chat** function or call **0191 731 9216**

movebutler Dashboard

Frequently Asked Questions - Compliance

What happens if a property is unregistered?

If the property is unregistered the system will not be able to download the Title from Land Registry. A message will appear informing the agent that they will need to seek alternative ways of proving ownership such as seeing a copy of the original deeds to the house.

What information on the Title does the system give you on free hold and leasehold?

The system provides the material facts that an agent needs to be aware of under consumer protection regulations. This includes information on ownership, tenure and class of title.

How does the biometric checks work?

The Biometric checks work by comparing a picture taken through the system with a clients passport or driving licensee. The system will either find a match through facial recognition or if it cannot due to picture quality, it will create an alert for the agent to check manually.

Can I use standard ID checks in the Journey rather than Biometric?

The digital onboarding journeys are designed for ultimate speed and convenience for you and the client. The Online Biometric checks allow the client to complete the process completely online, so they do not need to attend an appointment in branch. Their ID is verified using facial recognition technology so you can confirm their identity remotely saving time but without compromising the robustness of your AML process. You can now enable Low Risk Journeys for digital onboarding. This allows all Low risk clients to be sent Electronic confirmation rather than Biometric Checks. However, client charging is only available for Biometric Identification Verification so all Electronic Confirmations will be charged at 11 credits irrespective of if you have client charging enabled.

Why do my staff need to review the client due diligence (CDD)?

AML policy is about having robust policies in place by conducting risk assessments and conducting identity verification. The platform provides guidance and collects the necessary information but needs additional human interaction to check whether there is anything that looks suspicious about a transaction.

Can I waive the AML fee if the vendor does not want to pay it?

If the vendor does not want to pay the AML cost and you have payment option turned on, you can complete the risk assessment and ID manually through your Compliance dashboard which removes the need to charge the client, however in this case the necessary Compliance credits will be deducted from your balance.

movebutler Dashboard

Credit Bundles

	Price	Credits	Effective rate for a Full Electronic Confirmation	Effective rate for Biometric Identity Check	How you can use your credits*	
Bundle 1	£50	198	£2.78	£3.79	Full Electronic Confirmation	11 Credits
Bundle 2	£100	414	£2.66	£3.62	PEP & Sanctions Search	5 Credits
Bundle 3	£200	900	£2.44	£3.33	International Client Search	7 Credits
Bundle 4	£300	1,337	£2.40	£3.27	PRS Search	10 Credits
Bundle 5	£500	2,475	£2.22	£3.03	Biometric Check	15 Credits
Bundle 6	£1,000	5,625	£1.96	£2.67		
Bundle 7	£1,500	8,775	£1.88	£2.56		
Bundle 8	£2,500	15,750	£1.75	£2.38		
Bundle 9	£4,000	27,000	£1.63	£2.22		
Bundle 10	£5,000	40,500	£1.36	£1.85		

*Credits cannot be used to purchase documents from Land Registry, Title Registers and Title Plans at £3.00 each, the same price you'd pay if ordering direct.

I already have a Conveyancing referral arrangement in place with another provider

We can work with your chosen to Solicitor to add them to the Conveyancing panel as either a movebutler Managed Conveyancer or an Agent Managed Conveyancer. Using movebutler to manage your referrals

provides you with a consistent and customisable client journey, with tools and services to encourage enhanced uptake of Conveyancing instructions, getting you more referral fees. Searches are completed sooner, on SSTC rather than later in the sales process, meaning your clients can get moving more quickly.

What happens when a movebutler Managed Conveyancer reaches capacity?

When a movebutler Managed Conveyancer reaches capacity, they will go on pause and be removed from all local panels until there capacity is restored. This is really important as it means that solicitors do not take on to much work and helps maintain high service standards. by conducting risk assessments and conduction identity verification. The platform provides guidance and collects the necessary information but needs additional human interaction to check whether there is anything that looks suspicious about a transaction.

Can I have a mix of movebutler and Agent Managed Conveyancers in my Conveyancing Panel?

Yes, you can have a mix of movebutler and Agent Managed or all of one type.

Will movebutler and Agent Managed Conveyancers appear differently in my Conveyancing Panel?

Yes, to ensure the client is clear of the service offered after instruction, i.e. progression updates, there will be an indicator to show the different types of Conveyancers, highlighting the service levels to expect.

Will you be in contact with the Conveyancers or be involved in any of the processes after the referral?

With Agent Managed Conveyancers, you will be fully responsible for the relationship. We will not follow up on any queries or chase for updates.

Any movebutler Manged Conveyancers will be managed by us, and they will update milestones within iamproperty movebutler freeing up more of your time from chasing updates once the sale is agreed.

Are there any agent costs for the Legal Preparation module?

No, there is no additional cost for using this module. And you will get referral fees from Conveyancers added to your Panel.

What is the cost for the Client?

In order to produce the Conveyancer file and provide the upfront information and Title register documentation, we will charge each vendor a £60 (inc. VAT) Upfront Setup Fee. This will be part of the total fee shown in the comparison table. It is also included in the quote, along with the Conveyancers' standard rates.

How do the referral fees work?

movebutler Manged Conveyancer referral fees will be managed through iamproperty and will come directly to you in the monthly payments. Your fee will be agreed upfront.

With the Agent Managed Conveyancers, you are responsible for any referral arrangement, and you will need to manage this outside of the movebutler platform.

What are the main differences between movebutler and Agent Managed Conveyancers?

movebutler Managed Conveyancers' work to SLAs and will update milestones. We will also chase these updates on the client's behalf, offering additional support until the sale is complete. To cover the management of these Conveyancers we will take a referral fee in addition to your fee.

Agent Managed Conveyancers work on a referral-only basis. Meaning that you are responsible for the relationship. There is no performance tracking or milestones available in the platform. As we have no involvement in this relationship you will retain all the fees.

How do the Buyer upfront Searches work? And who pays for them?

The searches are ordered and sent to the conveyancer. This will form part of the buyer's quote and will be paid directly to iamproperty and noted on the client's file once paid.

Why should I use iamproperty movebutler for Conveyancing quotes, rather than managing it directly?

iamproperty movebutler provides you with a consistent and customisable client journey, with tools and services to encourage enhanced uptake of Conveyancing instructions, getting you more referral fees. Searches are completed sooner, on SSTC rather than later in the sales process, meaning your clients can get moving more quickly.

The Search guarantee provides you extra assurance against the property sale falling through, in these cases, we will provide new Searches at no extra cost.

movebutler Dashboard

Frequently Asked Questions - Surveys FAQ's

What types of surveys are available?

We are offering RICS Home Survey Level 2 (Survey Only), RICS Home Survey Level 2 (Survey and Valuation) and RICS Home Survey Level 3

How will the surveys be offered?

The surveys will be listed in the platform and there is a tick box to request a call from our surveys partner who will call the client to go through the options and offer advice on which survey is right for their circumstances.

How will the buyer pay for the surveys?

Payment will be collected directly by our third party service provider.

Will there be any milestones added to the platform?

Yes, there will be milestones updated in both the client dashboard and in the client's file for call requested, request received, request instructed, appointment booked, report issued and cancellations.

Can the survey be cancelled within movebutler?

No, all cancellations need to be raised with our service provider directly. This will be confirmed on the service provider's system and this will update the client file in movebutler.