

# 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 is titled "Welcome to your movebutler dashboard" and includes a sidebar with navigation links: Dashboard, Transactions, Properties, Client Onboarding, Track Conveyancing, Compliance, Service Marketplace, Conveyancing, My Solicitors, Compare Solicitors, Agency Settings, Staff Usage, and Contact Us. The main content area features several widgets: "Risk Assessments" with a donut chart showing 2 High, 6 Medium, 14 Low, and 2 Unknown; "Purchased Searches" with a list of 11 items; "Outstanding due diligence" with 9 items; "Method of sale audit" with 0 items; and a "New Surveys module available now!" banner. Below these is a "Latest Client Onboarding" section with a search bar and a table of clients.

Date added	Added by	Branch	Name	Type	Transaction address	Onboarding Status	Latest risk level	Due diligence
08 Dec 2021	Tania Bonesi	Branch 1	BEN RIDGWAY	Vendor	Rosebank, Appletree Lane, NE45 5LL	Incomplete	Incomplete	Incomplete

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.

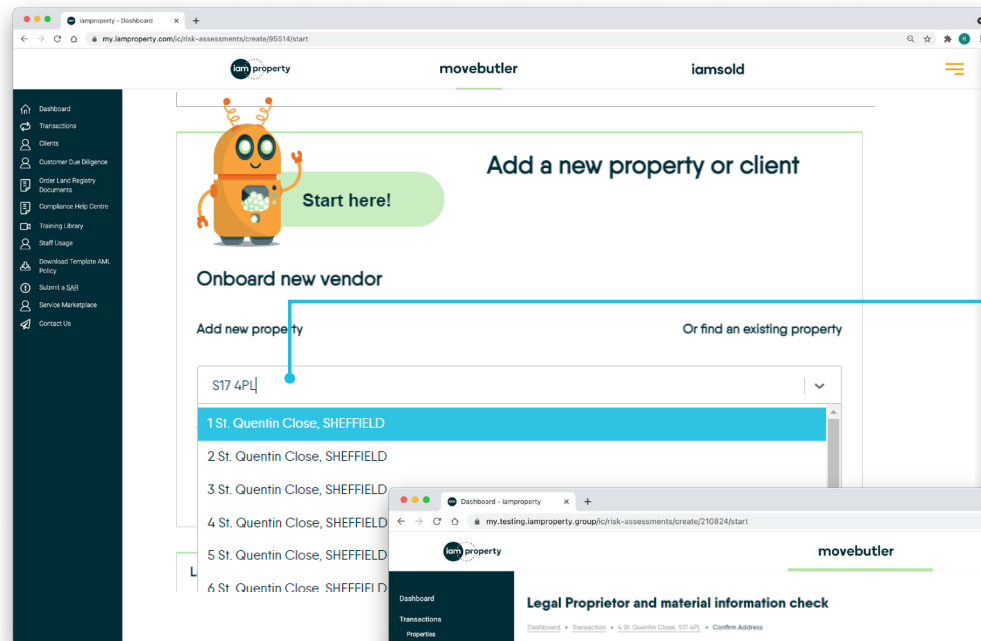
If you have Digital Onboarding and the Method of Sale Audit feature enabled you can track and filter data here to see how clients have responded and also those that were recommended an alternative sales method.

**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.

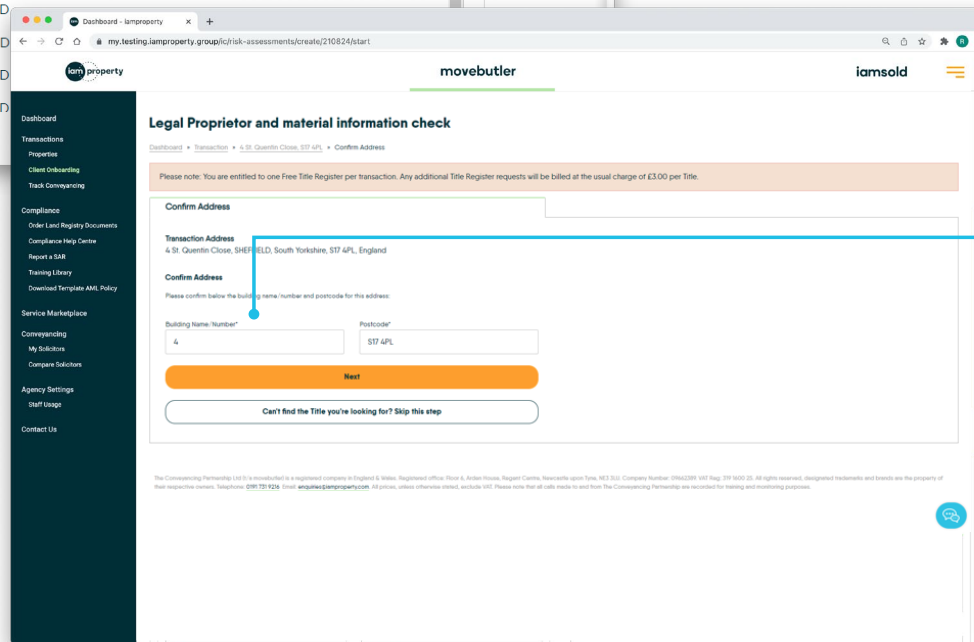


# Compliance Module

## Add or find a property



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

Dashboard - iamproperty

iam property | movebutler

iam sold

### Legal Proprietor and material information check

Dashboard > Transaction > 4 St. Quentin Close, S17 4PL > Confirm Address > Choose Title Register

Please note: You are entitled to one Free Title Register per transaction. Any additional Title Register requests will be billed at the usual charge of £3.00 per Title.

#### Choose Title Register

Choose the property you wish to order documents for:

4, ST QUENTIN CLOSE, SHEFFIELD, S17 4PL

☒ Title Number: SYK1681 Tenure Type: Leasehold

☐ Title Number: SYK368237 Tenure Type: Freehold

[Next](#)

[Can't find the Title you're looking for? Skip this step](#)

#### Hints and tips

##### Leasehold

If the property is a flat it is generally leasehold. The search result may bring back more than one title. In this instance if two titles numbers are returned one freehold title number and one leasehold title number it is likely that you will need to order the leasehold title. If there are multiple titles returned and you are not sure what to order, please contact us via the instant chat or email [productsupport@iamproperty.com](mailto:productsupport@iamproperty.com).

If the property is a house and the seller owns the leasehold, there may be more than one title number showing on the search result. In this instance it is likely that you need to obtain the leasehold title unless the seller has informed you that they own the freehold.

##### Unregistered land

There are still some properties in the UK that are not registered with the Land Registry therefore you will not be able to obtain a title register for this property. Please note if the property is an unregistered leasehold the search result may return a freehold title number if the freehold to the property is registered. There may also be other titles showing such as a caution against first registration. You will need to ask the seller to supply a copy of the latest assignment or lease if the property is leasehold or conveyance if the property is freehold to show ownership.

##### Non standard address

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

**Title Register Check** SYK1681 1 second ago

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.

<b>Title number:</b>	SYK1681	<b>Legal proprietors:</b>	James Frank Staff Nikki Louise Ashworth
<b>Title type:</b>	Absolute Leasehold	<b>Registered address:</b>	4 St Quentin Close, Sheffield, S17 4PL
<b>Tenure:</b>	Leasehold	<b>Purchase date:</b>	17 November 2014
<b>Lease remaining:</b>	741 years	<b>Purchase price:</b>	The price stated to have been paid on 14 November 2014 was £249999.
<b>Full lease term:</b>	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 Auction

Tenure \*

Freehold Leasehold

Property type \*

Residential Commercial / Land

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

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)

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.

Save and Continue

### 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.

# Compliance Module

## Reviewing the Title Insight Report and adding additional clients

**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: WYK490509  
Title type: Absolute Freehold  
Tenure: Freehold

Legal proprietors: Helen Elizabeth Davies  
Registered address: 37 Oakes Lane, Brockholes, Holmfirth, HD9 7AR  
Purchase date: 24 August 2015  
Purchase price: The price stated to have been paid on 11 October 2002 was £123,000.

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

[Download Title Register report](#) [Download Title Insight report](#)

Selected the incorrect title? [Re-select here](#)

**Clients**

Date added	Added	Client	Type	Correspondence address	Onboarding Status	Latest risk level	Due diligence
------------	-------	--------	------	------------------------	-------------------	-------------------	---------------

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

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

The screenshot shows the 'Dashboard - iamproperty' interface. The left sidebar contains navigation links: 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 has a header with 'iam property | movebutler' and a 'iam sold' logo. Below the header is a form for client onboarding. It includes a note: '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.' The form fields are: Telephone, Email Address \*, Date of Birth (optional) with a calendar icon, and Sex (optional) with a dropdown menu. A 'Save and Continue' button is at the bottom right of the form. Below the form is a table titled 'Onboarding Clients' with columns 'Name' and 'Client Type'. It lists 'Hannah Ward' as a 'Vendor' with an 'Edit' button. At the bottom, a section asks 'How would you like to onboard your client? Please select:' with two options: 'Send customer a digital invitation' and 'I will continue in platform'.

Dashboard - iamproperty

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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

Onboarding Clients

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

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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 displays the 'Customer Overview' and 'Customer due diligence' sections of the IAM Property Compliance Module. The 'Customer Overview' section shows client details for Hannah Ward, including her name, client type (Vendor), DOB, telephone, email, and transaction address (4 St. Quentin Close, S17 4PL). It also indicates the onboarding status as 'Incomplete' and the legal preparation status as 'Not started yet'. The 'Customer due diligence' section shows a 'Verification summary' with a 'Due diligence status' of 'Incomplete'. It includes a 'Personal risk assessment' section with a table of questions and answers. The table has columns for 'Yes' and 'No' responses. The questions are: 'Is the instructing person an owner/occupier, executor, or do they have Power of Attorney?', 'Was this individual met in person?', 'Is this a 'buy to let' property?', 'Is the property valued at over £1 million?', 'Is the client a UK resident?', 'From a money laundering perspective is there anything unusual or suspicious about this transaction or individual?', and 'Has the property been owned for 12 months or more?'. The 'Save responses' button is at the bottom right of the table.

	Yes	No
Is the instructing person an owner/occupier, executor, or do they have Power of Attorney?		
Was this individual met in person?		
Is this a 'buy to let' property?		
Is the property valued at over £1 million?		
Is the client a UK resident?		
From a money laundering perspective is there anything unusual or suspicious about this transaction or individual?		
Has the property been owned for 12 months or more?		

### 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

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**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?	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Was this individual met in person?	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Is this a 'buy to let' property?	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Is the property valued at over £1 million?	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Is the client a UK resident?	<input checked="" type="radio"/> Yes	<input type="radio"/> No
From a money laundering perspective is there anything unusual or suspicious about this transaction or individual?	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Has the property been owned for 12 months or more?	<input checked="" type="radio"/> Yes	<input type="radio"/> No

Edit responses

For your business, is this a more complex or unusually large transaction than normal?	<input type="radio"/> Yes	<input type="radio"/> No
Are there any other factors that might indicate that this is a high risk situation?	<input type="radio"/> Yes	<input checked="" type="radio"/> 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.

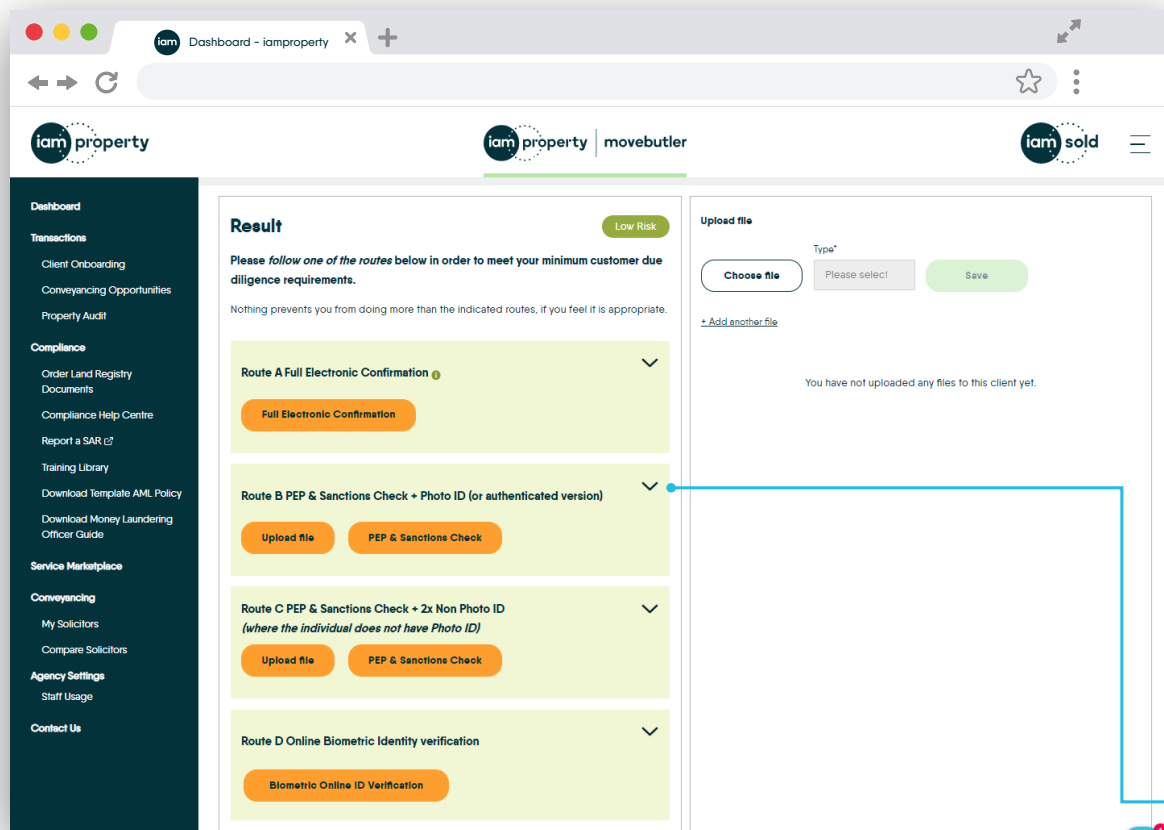
You can add notes to your risk assessment. For example, if you believe there is something unusual or suspicious about the transaction or individual you can capture this information.

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



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 Identify 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

**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**

Full Electronic Confirmation  
Download (Latest generated 19/05/22)

**Manual Uploads**  
No uploads to display

**Verification and alerts at a glance**

PEP check **Verified**

Sanctions check **Verified**

Mortality check **Verified**

Liveness Verification (Biometric) **Not required**

ID Verification (Biometric) **Not required**

Address and DOB verification **Verified**

**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

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Client progress: 1 Customer Due Diligence, 2 Legal Preparation, Onboarding complete

### Customer due diligence

**Address verification**

We have flagged an alert because we cannot verify that the personal details and DOB matches with any individual living at the address provided. The client may also not be on the electoral roll. Please complete the following steps:

**Step 1** Check the information that has been input is correct with no mistakes. If incorrect, amend and run an electronic confirmation check.

**Step 2** If still no match obtain a proof of address or proof of identity document with their current address and upload it to the system. Once this document has been uploaded and correctly tagged the status will change automatically to "Manually verified".

**Verification summary** Due diligence status: **Action Required**

Reports and uploads	Verification and alerts at a glance
Risk assessment Download (Latest generated 29/09/22)	PEP check <b>Verified</b>
	Sanctions check <b>Verified</b>
	Mortality check <b>Verified</b>
Full Electronic Confirmation Download (Latest generated 29/09/22)	Liveness Verification (Biometric) <b>Incomplete</b>
	ID Verification (Biometric) <b>Incomplete</b>
<b>Manual Uploads</b> No uploads to display	Address and DOB verification <b>Action required</b>

Add a compliance note  
Your note...

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

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### Onboarding Clients

Name	Client Type	
Daniel Park	Vendor	<button>Edit</button>

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

**Compliance**  
Current risk level Low

From a money laundering perspective is there anything unusual or suspicious about this transaction or individual at this stage?

☒ 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.

Send customer digital invitation

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: 09662389 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@iamproperty.com](mailto:enquiries@iamproperty.com). All prices, unless otherwise stated, exclude VAT. Please note that all calls made to and from The Conveyancing Partnership are recorded for training and monitoring purposes.

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

**Transaction Overview**

**Property Details**

Address line 1:	1 St. Quentin Close	Tenure:	Leasehold
County:	South Yorkshire	Method of sale:	Private Treaty
Postcode:	S17 4PL	Property value:	£300,000

[Edit transaction](#)

**Title Register Check** SYK570382 2 months ago +

**Clients**

Date added	Added by	Client	Type	Correspondence address	Onboarding Status	Latest risk level	Due diligence
26 Jul 2022			Vendor	1 St. Quentin Close, S17 4PL	Incomplete <a href="#">Invite to onboard</a>	Incomplete	Incomplete <a href="#">Archive Client</a>
19 May 2022			Vendor	1 St. Quentin Close, S17 4PL	Account created <a href="#">Re-send invite</a>	Incomplete	Invited

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

The screenshot displays a web browser window with the URL 'iamproperty'. The main content area has a 'Hello' greeting and instructions: 'Please create an account to get started or login to track the progress of your property sale or purchase'. Below this is an illustration of a house with a 'SOLD' sign. A 'New customer' registration form is overlaid on the right. The form includes fields for 'Email', 'Create password\*', and 'Confirm password\*'. It also has checkboxes for 'I agree to the MoveButler Terms' and 'I agree to the MoveButler Privacy Policy', and a 'Start now' button. A callout bubble points to the 'Your logo goes here!' placeholder. Another callout bubble points to the 'Email' field. A third callout bubble points to the 'Confirm password\*' field. A fourth callout bubble points to the 'Take A Liveness Selfie' section, which shows a 'Touch your chin' instruction and a video feed of a person taking a selfie. A fifth callout bubble points to the 'Take A Liveness Selfie' section, which shows a 'Touch your chin' instruction and a video feed of a person taking a selfie.

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.

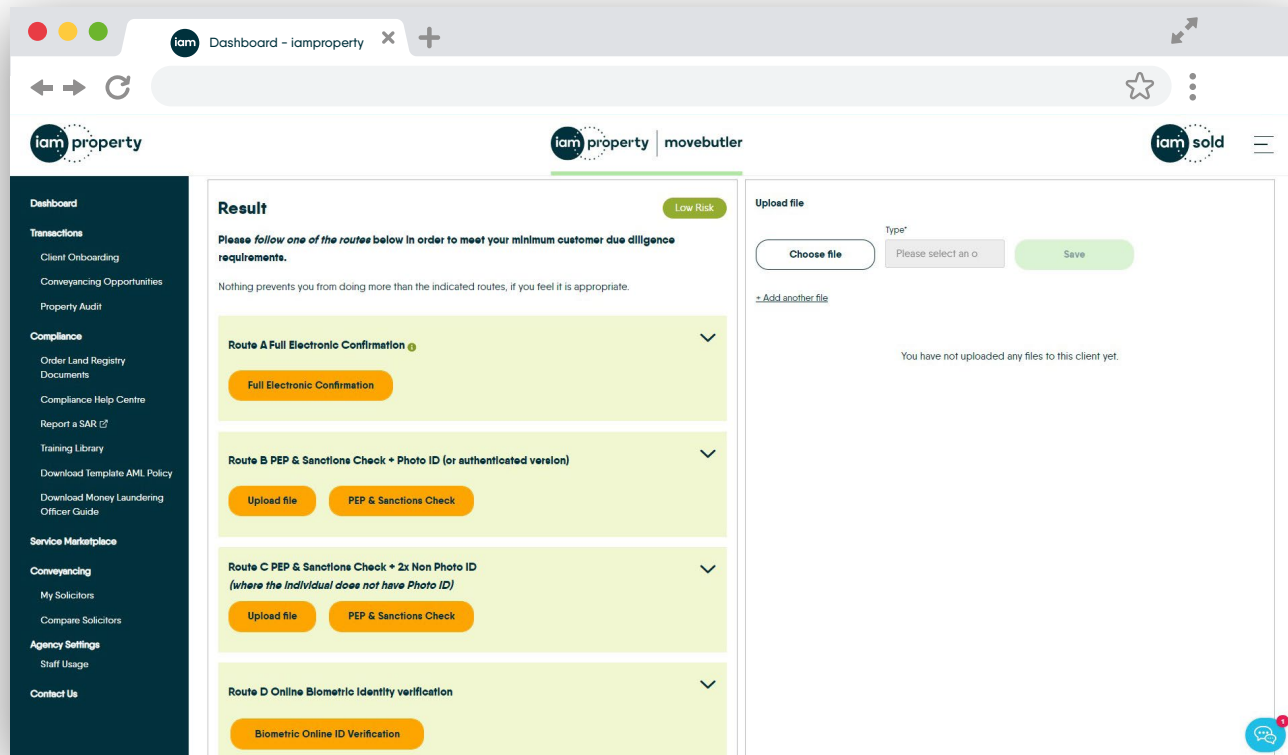
**If you have Compliance and Legal Preparation enabled** we're now enhancing our client support provision with the introduction of a Welcome Call as standard for all clients going through digital onboarding.

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



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

The screenshot shows a web browser window with the URL 'iamproperty'. The page has a dark blue header with a green checkmark icon and the text 'Compliance and ID' on the left, and 'Submitted' on the right. Below the header is a grey bar with a white circle icon and the text 'Payment'. The main content area is divided into two columns. The left column is titled 'Pay with card' and contains a form with fields for 'Email', 'Card information' (with sub-fields for 'Card number' and 'MM / YY CVC'), 'Name on Card', and 'Country or region' (with a dropdown menu showing 'United Kingdom of Great Britain and Northern Ireland'). At the bottom of this column is an orange button labeled 'Pay £5.00'. The right column is titled 'Compliance and ID' and contains a table with the following data:

Miss. Amy Harrison	
Compliance questionnaire	Complete
Biometric online identity verification	Complete
Payment	Unpaid
<b>Total compliance cost</b>	<b>£5.00</b>
<b>Total to pay (inc VAT)</b>	<b>£5.00</b>

At the bottom right of the right column is a blue button labeled 'Need any help?' with a speech bubble icon.

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

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**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**

Liveness Verification (Biometric) Incomplete

ID Verification (Biometric) Incomplete

Address and DOB verification Verified

Full Electronic Confirmation PEP & Sanctions

PRS Search Biometric Online ID Verification

Save

**Due diligence requires approval**

Please review the client's risk assessment and online ID verification results. To ensure full compliance with your AML obligations, please ensure you have investigated any alerts/fails/refers and obtained additional information/documentation if required.

Please review your initial assessment to confirm approval

From a money laundering perspective is there anything unusual or suspicious about this transaction or individual?	Yes	No
---	-----	----

Submit

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

iam Dashboard - iamproperty

Compliance and ID

Confirming the best route for you

In compliance with The Property Ombudsman code of conduct, you should be made aware of all selling options available to you, based on your personal circumstances. Please answer the questions below to see your options.

A quick recap of your circumstances

Please confirm the following:

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

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.

The Private Treaty route

Instruction

SSTC

Searches Ordered

Searches Returned

Enquiries Sorted

Ready to Exchange

Exchange

Completion

A good fit if...

- Maximising price achieved is a top priority
- You need flexible timescales because you're likely to be in a chain.

Not a good fit if...

- Speed and a known timescale are important
- Security and reducing the risk of a potential fall-through is important

The Modern Method of Auction process

Instruction

Auction Price Generated

SSTC

Enquiries Sorted

Exchange

Completion

A good fit if...

- Speed and a known timescale are important
- Security and reducing the risk of a potential fall-through is important

Download seller auction guide

Not a good fit if...

- Maximising price achieved is a top priority
- You're likely to be in a chain and need flexible timescales

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?

Yes

No, I'm not interested

Submit and continue

### 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

The screenshot displays the 'Customer Due Diligence' section of the 'iam property movebutler' dashboard. The left sidebar contains navigation 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. The main content area features a 'Customer Due Diligence' title, an 'Add new property' button, and three tabs: 'My Due Diligence', 'Branch Due Diligence', and 'All Due Diligence'. Below the tabs are search filters for Search Type, Due diligence, Risk, and dates. A table lists client records with columns for Date added, Added by, Branch, Name, Type, Transaction address, Onboarding Status, Latest risk level, and Due diligence. The table shows 10 records, with the 4th record highlighted in red due to an 'Action required' status. A pagination bar at the bottom shows 10 records per page and a 'Need any help?' button.

Date added	Added by	Branch	Name	Type	Transaction address	Onboarding Status	Latest risk level	Due diligence
01 Sep 2021	Tania Bonesi	Conf Test Branch	Tan Tan	Vendor	7 Hopper Street, NE29 0DD	Risk assessment complete	Low Risk	Manually verified
01 Sep 2021	Tania Bonesi	Conf Test Branch	Ben Boom	Vendor	26 West Vallum, NE15 7TN	Risk assessment complete	Low Risk	Manually verified
01 Sep 2021	Tania Bonesi	Conf Test Branch	Ben Ridgway	Vendor	26 West Vallum, NE15 7TN	Risk assessment complete	Low Risk	Manually verified
01 Sep 2021	Tania Bonesi	Conf Test Branch	tania bonesi	Vendor	26 West Vallum, NE15 7TN	Requires approval	Low Risk	Action required
31 Aug 2021	Tania Bonesi	Conf Test Branch	Amy Harrison	Vendor	26 West Vallum, NE15 7TN	Onboarding complete	Low Risk	Manually verified
31 Aug 2021	Tania Bonesi	Conf Test Branch	Tania Bonesi	Vendor buying on	31 West Vallum, NE15 7TN	Risk assessment complete	Low Risk	Manually verified
31 Aug 2021	Tania Bonesi	Conf Test Branch	tania abroad	Vendor buying on	25 West Vallum, NE15 7TN	Risk assessment complete	Low Risk	Manually verified
31 Aug 2021	Tania Bonesi	Conf Test Branch	tania abroad	Vendor buying on	23 West Vallum, NE15 7TN	Risk assessment complete	Low Risk	Incomplete
31 Aug 2021	Sarah Brown	Conf Test Branch	Sarah Testercase	Prospective buyer	4 Diamond Court, NE3 2EN	Account created	Incomplete	Incomplete
31 Aug 2021	Tania Bonesi	Conf Test Branch	Charles Harries	Vendor	26 West Vallum, NE15 7TN	Risk assessment complete	Low Risk	Manually verified

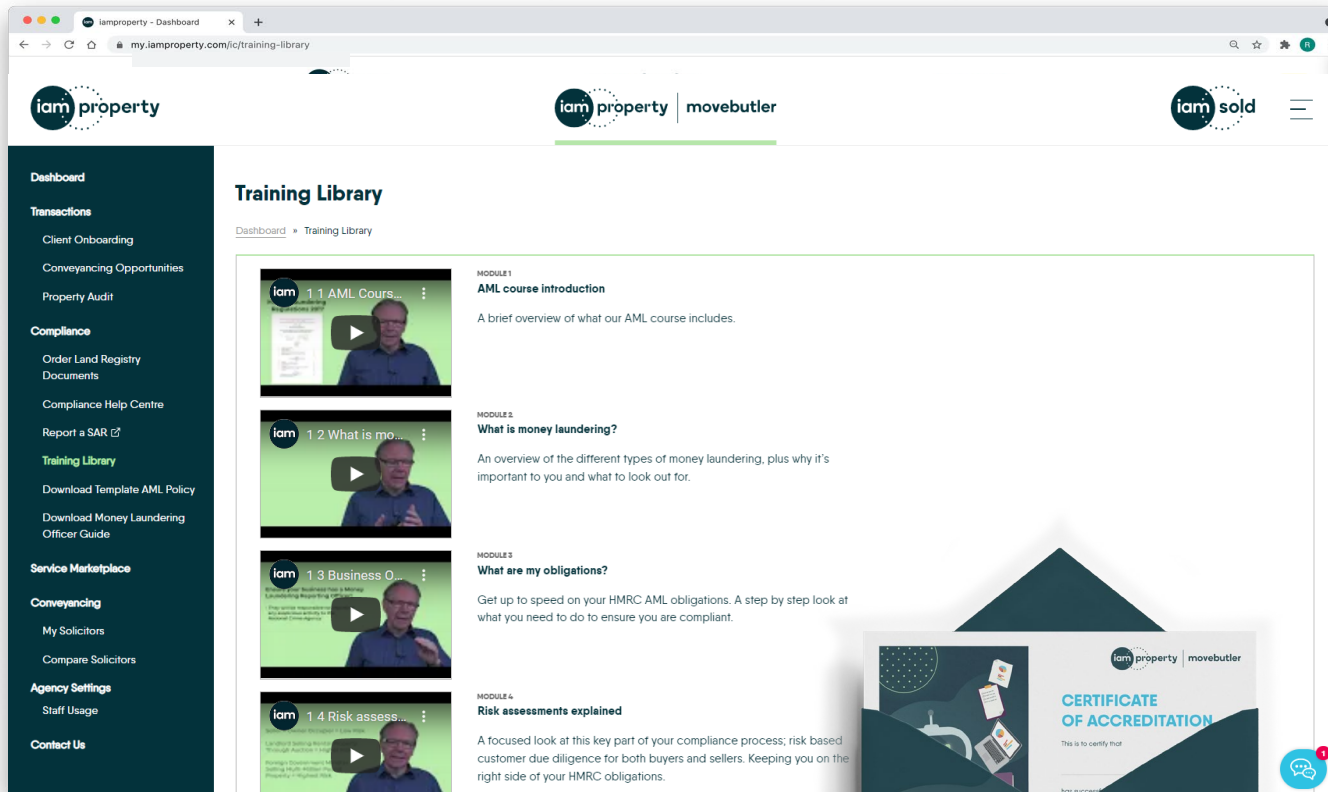
To find a client's due diligence record, you can click on the Client Onboarding link in the left menu.

Here you can view all your client's risk and due diligence results at a glance, identifying those that are still incomplete or require further action.

Use the comprehensive filter to search by specific results or statuses.

# Compliance Module

## AML training library



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**

No quotes selected

Solicitor	Location	Average completion time (days)	Customer rating	Legal Fees	Disbursements	Total		
<input type="checkbox"/> Imogentown Eileen Clarke	Wiltshire	29	★★★★★	£420.00	£1780	£43780	Download	Instruct
<input type="checkbox"/> Solicitor 1 Solicitor	County Durham	59	★★★★★	£1058.40	£1780	£1076.20	Download	Instruct
<input type="checkbox"/> Solicitor 2 Solicitor	County Durham	59	★★★★★	£886.80	£1780	£904.60	Download	Instruct
<input type="checkbox"/> Regent Centre Regent Centre	Tyne and Wear	40	★★★★★	£900.00	£1780	£91780	Download	Instruct

**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

iam Dashboard - iamproperty

### 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	<a href="#">Download Quote</a>	<button>Select</button>
#5	Bradford	40 days	★★★★★	£17.80	£900.00	£917.80	<a href="#">Download Quote</a>	<button>Select</button>
#4	DURHAM	59 days	★★★★★	£17.80	£886.80	£904.60	<a href="#">Download Quote</a>	<button>Select</button>
#3	DURHAM	59 days	★★★★★	£17.80	£1,058.40	£1,076.20	<a href="#">Download Quote</a>	<button>Select</button>

I will decide later

I already have a solicitor

1

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 'iam property' dashboard. The left sidebar contains a menu with 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), and Agency Settings. The main content area has a 'Capacity' dropdown menu with a 'Save and Continue' button. Below this is the 'Onboarding Clients' section, which displays a table with columns 'Name' and 'Client Type'. A client named 'Jeremy Jenny Barker' is listed as a 'Prospective Vendor' with an 'Edit' button. At the bottom, a question asks 'How would you like to onboard your client? Please select:' with three options: 'Send customer a digital invitation', 'I will continue in platform', and 'Submit to movebutler for conveyancing'. A callout box from the bottom right points to the third option. The callout box contains text about submitting to movebutler for a quick quote and a 'Start here!' button. Below the callout box is a smaller screenshot of a 'Start here!' screen with the heading 'Add a new property or client' and three options: 'Onboard new vendor', 'Onboard new buyer', and 'Or only generate a quote for prospective clients'.

Dashboard - iamproperty

iam property | movebutler

iam sold

Capacity \*

Please select an option

Save and Continue

Onboarding Clients

Name	Client Type
Jeremy Jenny Barker	Prospective Vendor

Edit

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

Send customer a digital invitation I will continue in platform Submit to movebutler for conveyancing

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Start here!

Add a new property or client

What would you like to do?

Onboard new vendor Onboard new buyer

Or only generate a quote for prospective clients

### 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

Dashboard - iamproperty

iam property | movebutler

iam sold

Dashboard > Conveyancing Cases

Conveyancing Cases

Solicitor contact overdue

3 cases 11+ days overdue 3 cases 8-10 days overdue

My Cases Branch Cases Conf Test Branch, Cheddar, Gin and tonic All Cases

Rag Status All Cases Clear Filters

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-927451-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-483650-S	27 Aug 2021	Sarah Brown	Conf Test Branch	sarah testingbrown	Sale	Prospect	5 Leam Gardens, NE10 8SU	Case not instructed

10 1 2 3 4 5 > >>

The Conveyancing Partnership Ltd (t/a movebutler) is a registered company in England & Wales. Registered office 7 & 8 Diamond Court, Newcastle, Tyne and Wear, NE3 2EN. Company Number: 09662389. 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@iamproperty.com All prices, unless otherwise stated, exclude VAT. Please note that all calls made to and from The Conveyancing Partnership are recorded for training and monitoring purposes.

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 by Tania Bonesi

**MB managed office**

test@test.com  
0191 239 0802

No conveyancer assigned

**Property Information Forms:**

[Disclosure of material facts - Part A](#) (100% completed)

[Legal process additional Information - Part B](#) (100% completed)

[Prompt Vendor](#)

**Sale milestones**

Milestone	Date
✓ 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 <b>movebutler managed solicitor firm: MB managed office</b>
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

**Welcome to your dashboard, Dennis**

Thank you for registering with Agent A, you're one step closer to selling your property!

Powered by iam property

[Back to dashboard](#)

### Your conveyancing tracker

**Sale milestones**

Case ref: S3463 Status: Instructed

- 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

**Your sale of 12 Tweedale Terrace, Nottingham, NT14 3XL**

Purchase price: £340,000 Onboarding specialist: Charlotte Jones

**Your solicitor**

Solicitor x, 12 Street name, Whitby, BL34 7TN

Contact: Tina Fey Call: 01986 345 8786 Email: tina.fey@sol.com

**Your legal package**

Premium £49.00 deposit due to your solicitor  
£210.00 search bundle due to your solicitor

**Request an update**

To

Your message

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

The screenshot shows the 'iam property movebutler' dashboard. The left sidebar contains a menu with 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 'Property Survey' and includes a placeholder text block, a checkbox with the text 'By requesting a call you are happy for us to pass your details to our survey providers', a 'Request a call' button, and a 'Not interested' link. Below this is a section 'Benefits to your client' with a list of seven benefits. To the right of the benefits is a pink box titled 'What are the different survey levels to choose from?' containing details for three survey levels: RICS Home Survey Level 2 (Survey Only) from £400, RICS Home Survey Level 2 (Survey and Valuation) from £450, and RICS Home Survey Level 3 from £750.

**Property Survey**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur dui erat, auctor vestibulum sem eu, pellentesque rutrum diam. In vulputate ex in dui congue, eu fringilla odio volutpat.

☐ 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
- ✓ 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**  
**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

**Client progress**

- 1 Customer Due Diligence
- 2 Legal Preparation
- Property Survey
- Onboarding complete

### 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

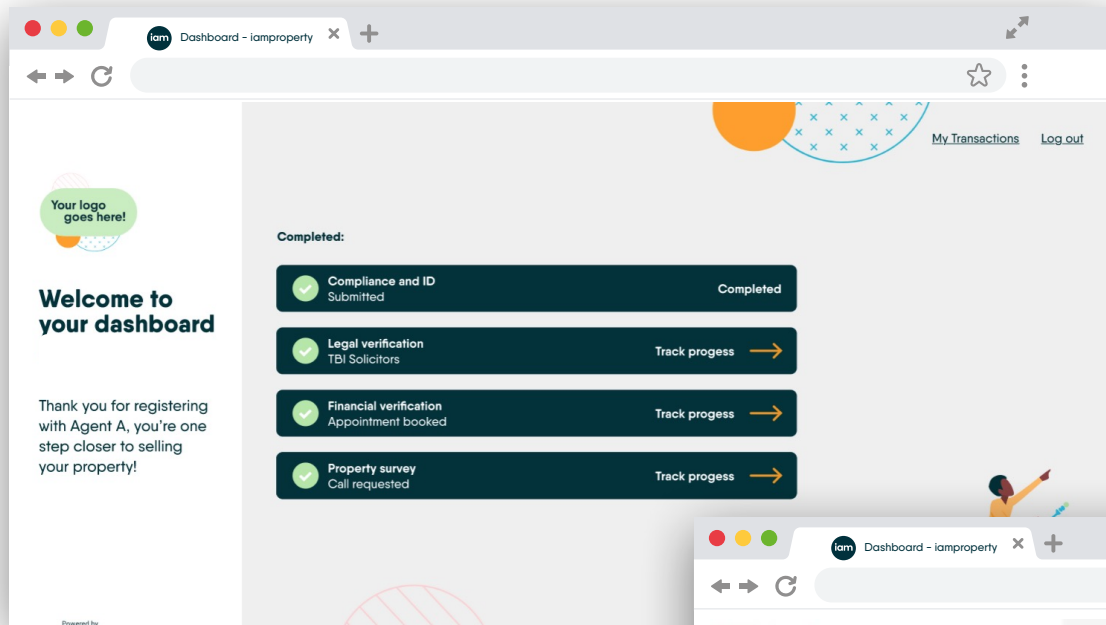
Add note

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

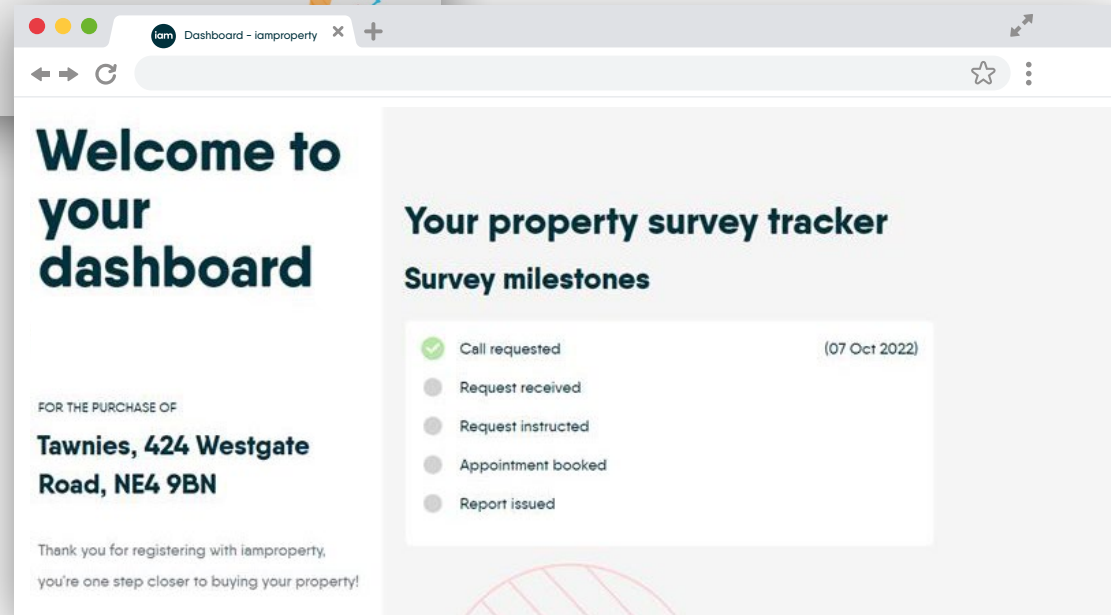
The milestones and status will then be displayed within the client's file. Milestones will automatically be updated as the case progresses.

# Surveys Module

## Digital onboarding client view



If your client has gone through the digital onboarding journey they will be able to see the survey milestones within their dashboard.





# Surveys Module

## Request a call post-onboarding

Dashboard - iamproperty

iam property | movebutler

Send customer(s) onboarding invite

Client progress

1 Customer Due Diligence

2 Legal Preparation

3 Property Survey

Onboarding complete

### 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"

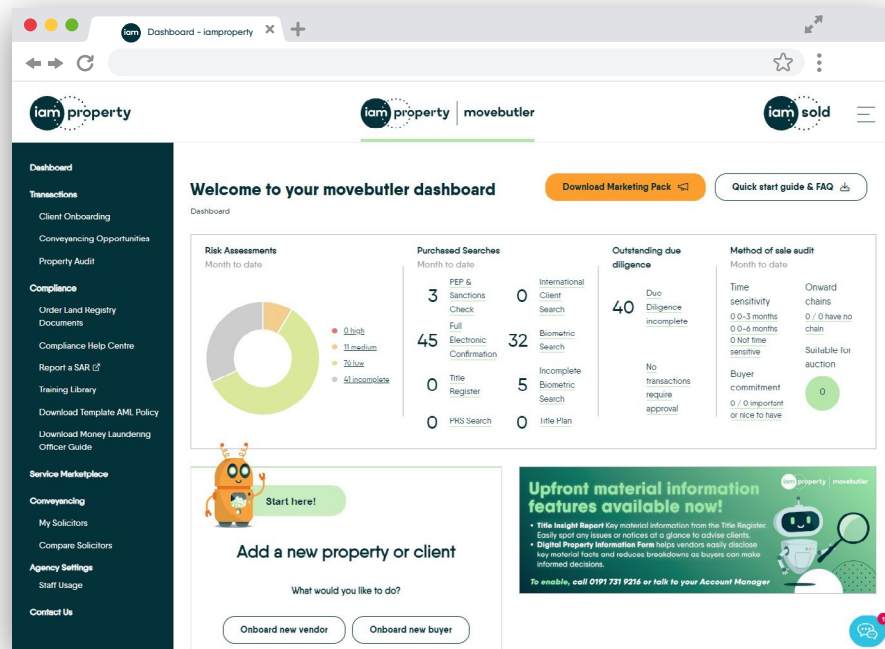
You can update this after initial onboarding by clicking Request a call. This will take you back to the initial Property survey screen



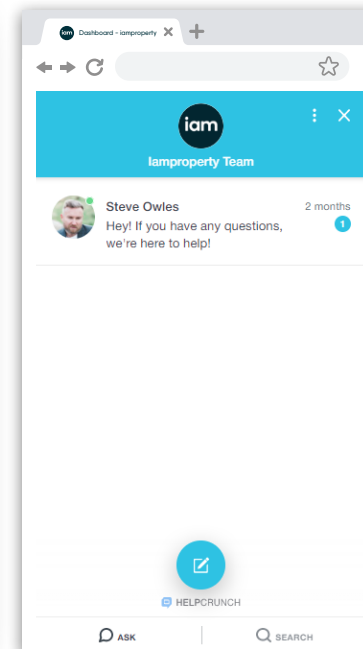
# SUPPORT AND MENU

# Support and Menu

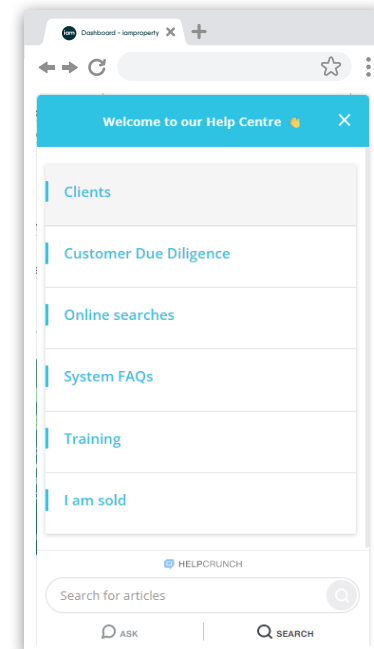
## In-platform support



You can get support at any time by clicking the chat icon at the bottom right of the screen.



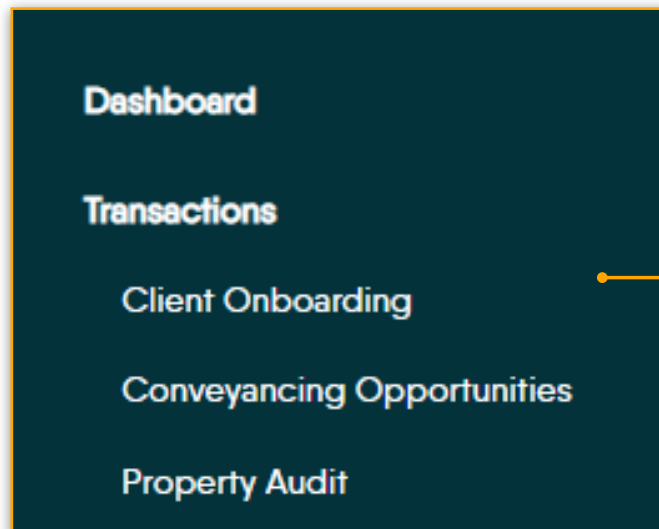
This allows you to start a chat with our online support team



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 license. 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.

## Frequently Asked Questions – Legal Preparation (Conveyancing)

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

We can work with your chosen 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 their capacity is restored. This is really important as it means that solicitors do not take on too much work and helps maintain high service standards 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 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 Managed 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 Managed 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.



## Frequently Asked Questions – Legal Preparation (Conveyancing)

### **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.