



Sesame Bankhall Legal Services

Customer Script

After you have looked at the financial affairs of a customer, don't forget their legal affairs. Sesame Bankhall Legal Services, through its panel of top range solicitors, can carry out the conveyancing.

It's competitive, but also of the highest quality and ensures you are at the centre of both the legal and financial affairs of your client.

Here's a script that you may wish to consider using in front of a client:

1. OK we've covered the mortgage. What are you doing about the legal work? Do you need my help in this area?
2. We use Sesame Bankhall Legal Services through which I can access some of the best solicitors in the country.
3. The idea is that we use solicitors we trust to do a good job. This is not like the old days when you go to into the local solicitor's office; in this service quality is everything, everything is handled for you and the aim is to make one of the most important decisions you'll ever make as stress free as possible.
4. After it's done we're so confident that the solicitors will ask you to complete a satisfaction survey. If you don't like the service you tell me and I'll get things put right.
5. All the firms offer:
 - a personal service with direct access to your own dedicated case executive;
 - extended opening hours along with the ability to track the progress of your transaction online 24/7;
 - a high standard of quality and first class service using email and telephone so there is no need to visit our offices and ensuring you receive real value for money;
 - fully transparent quotation of costs at the outset with a 'no completion, no fee' guarantee;
 - ability to deal with your related sale transaction in conjunction with your purchase.

Alternatively you are able to appoint a solicitor of your own choosing.

I can book one of the firms right now if you want and get a quote. You won't pay more than the quote. If you change your mind, just let the law firm know.

If they are uncertain.

1. A couple of things, I've already done some checks as you know to stop fraud and money laundering. I have to supply that information to the law firm as well as a statement about where the money you're putting in is coming from. Can we sort that out now, then I can send it off and we've covered all of the legal and regulation requirements. If you get the legal side done elsewhere, they have to do all that again.
2. If you do chose another law firm to do the conveyancing you should be aware that some lenders do not like the risk associated with some smaller solicitors firms. They operate on a select approved solicitor basis. You'll have to check that the law firm you choose is on the Lender's approved list. Ours are.
3. If you do go for someone else and they are not Lender approved, the Lender might want to use a different firm and that can cause delays in the process and all additional legal costs in doing so would be payable by you.