



Best Online Support



**Accord Mortgages is rewarded in this category
for its excellence in online support**

Accord Mortgages recognises that technology is key to the specialist intermediary market. The lender also knows that the brokers who use its systems appreciate additional assistance from experienced mortgage professionals from time to time. It offers such support from the outset, right through to completion.

If you do not know who the account manager is in your region, the website allows you to enter a postcode, and will give you the right name and mobile phone number, so you can call them direct with pre-application queries.

Once the online application is in progress, Accord Mortgages has a number of teams, split by product type, working 24/7 to help intermediaries with any questions they may have about individual cases.

Another hugely popular offering on the Accord Mortgages website is its message board. Originally planned as an industry-wide talk board, many intermediaries now post questions specifically relating the company and its products, and not only chat to each other but also get regular responses from Accord Mortgages directors.

Web address: accordmortgages.co.uk

Online opening hours: 24/7

Percentage of mortgage applications submitted online: 100%

DIPs available: Yes

Full offers available: No

Number of registered brokers on the system: 25,000

Mission statement: To be the broker's partner of choice by providing excellent products, technology, transparency and the broker's ownership of the customer.