



Welcome to LMS Panel Link

LMS is pleased to confirm that it has been appointed to manage the RBS/NatWest conveyancing panel. This will include the application process, ongoing corporate due diligence checks and transaction services, including mortgage offer distribution and high-level post completion tracking.

This document will provide information on:

- [Applying to join the RBS/NatWest conveyancing panel](#)
- [Submitting a Certificate of Title](#)
- [LMS Panel Link FAQ's](#)

Applying to join the RBS/NatWest conveyancing panel

LMS has been appointed to provide panel management services and distribute mortgage instructions on behalf of RBS/NatWest.

If you are an existing Panel Link member, you will not need to complete a new application but your Panel Link Membership Manager will be required to accept the RBS/NatWest addendum via the Panel Link portal, [Conveyancer Zone](#).

If you are not currently a member of Panel Link you will need to complete the following application process:

Stage 1 (Verification)

You will need to complete the [Panel Link application form](#)

Once we have received your application we will complete a verification check to ensure that your law firm meets the minimum required criteria.

We will respond to your application within two hours of your submission

Stage 2 (Self-certification)

If you are approved to join Panel Link, we will then ask you to complete a self-certification process to confirm that certain corporate governance procedures are in place. This will include, additional information relating to your law firm, the uploading of certain evidence documents (i.e. a copy of your PI certificate) and acceptance of our terms and conditions.

We will respond to your self-certification submission within two working days.

As soon as the application process has been completed, you will receive an email confirming your log-in details to the Panel Link tracking portal, [Conveyancer Zone](#).

Panel applications are valid for 12 months and renewal notices will be issued to you annually inviting your Panel Link renewal application.

Transaction Administration Fee

There is no charge to become a LMS Panel Link member. There is a £25 (+VAT) administration fee payable upon completion of a transaction. LMS will collect the Transaction Administration fee by Direct Debit.

A Direct Debit mandate will need to be in place as part of the terms and conditions of your membership. LMS will provide an invoice in respect of the fees by the 5th working day of the month following case completion. A separate email notification of the Direct Debit collection date will follow, confirming the collection date to be within 14 days of invoice receipt.

Has RBS/NatWest changed their panel criteria?

There will be some additional due diligence requirements including; confirmation of certain policies in place, visibility of a disaster recovery plan and checks carried out on new members of conveyancing staff.

What does the post completion tracking involve?

You are required to comply with RBS/NatWest post completion/charge registration obligations by providing information via Conveyancer Zone. For any instances where RBS/NatWest's charge information has not been provided 30 days after confirmed completion you will be required to provide LMS with an update every 30 days until the charge has been registered.

Why is RBS/NatWest making this change?

RBS/NatWest recognises that customers prefer where possible to use a conveyancer of their own choice. However, RBS/NatWest also recognises its responsibility to undertake due diligence on firms on its panel in line with FCA guidance.

Which panels for the Royal Bank of Scotland Group will LMS manage?

LMS will be managing the panels for RBS and NatWest. For all other brands, including Ulster Bank, there are no changes to process.

For additional information relating to LMS Panel Link, please see our [FAQ's](#)

Submitting a Certificate of Title

All new RBS/NatWest mortgage offers will be distributed by LMS Panel Link through our online portal, Conveyancer Zone. This does not apply to pipeline cases.

Where a mortgage offer has been delivered to you via Conveyancer Zone, the Certificate of Title must also be submitted to RBS and NatWest via Conveyancer Zone.

It is important that you check the details of the mortgage offer as soon as you receive it and contact RBS/NatWest with any changes by calling **NatWest on 0345 302 0190 or RBS on 0345 721 2600** as this information forms part of the Certificate of Title.

Why has RBS/NatWest made this change?

RBS/NatWest is committed to supporting an efficient conveyancing journey. Receiving the Certificate of Title digitally negates the need to re-key information, the interpretation of handwritten changes and reduces the risk of funds being released to the wrong account.

How will we submit a Certificate of Title for current pipeline cases?

Please follow the current process for all pipeline cases. The new Certificate of Title submission process only relates to cases that come through Conveyancer Zone.

What will happen if I fax/post/email a Certificate of Title to RBS/NatWest for new cases?

The Certificate of Title will not be processed and you will be required to resubmit it via Conveyancer Zone.

What should I do if the Mortgage Offer is incorrect?

If there are any changes required to the mortgage offer please inform RBS/NatWest immediately by calling **NatWest on 0345 302 0190 or RBS on 0345 721 2600**. The details will be updated and a new offer issued to you via Conveyancer Zone. Please note that updates can take up to three working days.

What should I do if my firm's details are incorrect on the Certificate of Title?

If any of your details are incorrect on the Certificate of Title please ask your Panel Membership Manager to update this information in [Conveyancer Zone](#) or email lenderpanels@lms.com

Do I need to upload any documentation?

No, there is no documentation to upload.

Can I add questions on the Certificate of Title?

No, any questions relating to the case should be sent to RBS/NatWest and must have been resolved prior to the submission of the Certificate of Title.

Can we amend the details in the Certificate of Title?

Some of the fields are editable, but not all. You can find further information on this within the help section once you have logged into the system. It is important that you inform **NatWest on 0345 302 0190 or RBS on 0345 721 2600** as soon as possible to avoid delays. Please note that updates can take up to three working days to be processed.

Completion is today and I need to submit a new Certificate of Title, how should we proceed?

A new Certificate of Title will need to be submitted via Conveyancer Zone.

What is the notice period required for submitting a Certificate of Title prior to completion?

You must submit the Certificate of Title a minimum of seven working days prior to completion. Failure to provide adequate notice may result in a delay to completion.

How will I know the Certificate of Title has been submitted to RBS/NatWest?

An update is available in Conveyancer Zone to confirm that the submission has been successful.