




Please note: This information is intended to provide intermediaries with a single view of lenders current service standards, the data is updated every Monday (except bank holidays). Some lenders may provide additional service information that is not displayed

Last updated:  Mon, 22 Sep,2025	Lender Service Report (Residential)						 Mortgage Brain
	Waiting Times				Processing (as reported by lender)		Information last updated by lender
					Time to offer	Initial Assessment	
Lender	Case Updates	Sales	General	Live Chat Response Time			
ACCORD	05 Mins 56 Secs	09 Mins 59 Secs	Unknown	09 Mins 5 Secs	11 Working Days	3 Working Days	Mon, 15 Sep,2025
ALDERMORE	Unknown	Unknown	Unknown	Unknown	23 Working Days	15 September Received	Mon, 22 Sep,2025
BANK OF IRELAND	Unknown	Unknown	00 Mins 35 Secs	Unknown	8 Working Days	18 September Received	Mon, 22 Sep,2025
BARCLAYS	Unknown	Unknown	Unknown	Unknown	10 Working Days	3 Working Days	Wed, 17 Jul,2024
BLUESTONE	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	2 Working Days	Mon, 22 Sep,2025
BUCKINGHAMSHIRE BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	23 Working Days	3 Working Days	Tue, 26 Aug,2025
THE CAMBRIDGE BUILDING SOCIETY	Unknown	Unknown	01 Mins 0 Secs	Unknown	5 Working Days	10 Working Days	Mon, 22 Sep,2025
CHORLEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	Unknown	Mon, 18 Jul,2022
CLYDESDALE BANK	Unknown	Unknown	Unknown	Unknown	15 Working Days	3 Working Days	Mon, 15 Sep,2025
COVENTRY	00 Mins 35 Secs	01 Mins 6 Secs	Unknown	Unknown	10 Working Days	18 September Received	Mon, 22 Sep,2025
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	8 Working Days	Mon, 22 Sep,2025
DUDLEY	Unknown	Unknown	Unknown	Unknown	3 Working Days	3 Working Days	Mon, 22 Sep,2025
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	18 September Received	Mon, 22 Sep,2025
FOUNDATION HOME LOANS	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	2 Working Days	Wed, 17 Sep,2025
FURNESS BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	18 Working Days	01 September Received	Fri, 19 Sep,2025
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	Unknown	18 September Received	Mon, 22 Sep,2025
HSBC UK	Unknown	Unknown	05 Mins 0 Secs	Unknown	Unknown	10 Working Days	Mon, 22 Sep,2025
HANLEY	Unknown	Unknown	00 Mins 10 Secs	Unknown	9 Working Days	3 Working Days	Mon, 21 Oct,2024
H&R	Unknown	00 Mins 4 Secs	Unknown	00 Mins 4 Secs	Unknown	Unknown	#REF!
HODGE	Unknown	Unknown	Unknown	Unknown	20 Working Days	1 Working Days	Mon, 22 Sep,2025
KENSINGTON	Unknown	01 Mins 15 Secs	Unknown	Unknown	12 Working Days	4 Working Days	Mon, 22 Sep,2025
KENT RELIANCE	Unknown	Unknown	Unknown	Unknown	16 Working Days	4 Working Days	Mon, 22 Sep,2025
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 17 Secs	Unknown	6.9 Working Days	1.5 Working Days	Mon, 22 Sep,2025

Please note: This information is intended to provide intermediaries with a single view of lenders current service standards, the data is updated every Monday (except bank holidays). Some lenders may provide additional service information that is not displayed

Last updated:  Mon, 22 Sep,2025	Lender Service Report (Residential)						 Mortgage Brain
	Waiting Times				Processing (as reported by lender)		Information last updated by lender
					Time to offer	Initial Assessment	
Lender	Case Updates	Sales	General	Live Chat Response Time			
LIVE MORE	Unknown	Unknown	00 Mins 24 Secs	Unknown	15 Working Days	1 Working Days	Thu, 18 Sep,2025
MPOWERED	Unknown	Unknown	Unknown	Unknown	6 Working Days	1 Working Days	Tue, 26 Aug,2025
MARSDEN BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	4 Working Days	Wed, 10 Sep,2025
MELTON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	3 Working Days	Tue, 26 Aug,2025
METRO BANK	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	19 September Received	Mon, 22 Sep,2025
NATIONWIDE	Unknown	Unknown		Unknown	10 Working Days	2 Working Days	Mon, 22 Sep,2025
NATWEST	Unknown	Unknown	01 Mins 0 Secs	01 Mins 0 Secs	2 Working Days	4 Working Days	Mon, 22 Sep,2025
NEWBURY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Wed, 03 Sep,2025
NEWCASTLE	Unknown	Unknown	01 Mins 0 Secs	Unknown	9 Working Days	2 Working Days	Tue, 16 Sep,2025
NORTON HOME LOANS	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	23 Working Days	1 Working Days	Mon, 25 Jul,2022
THE NOTTINGHAM	Unknown	Unknown	Unknown	Unknown	10 Working Days	2 Working Days	Tue, 29 Jul,2025
PEPPER MONEY	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	N/A	Unknown	19 September Received	Mon, 22 Sep,2025
PERENNA BANK	00 Mins 39 Secs	00 Mins 39 Secs	00 Mins 39 Secs	00 Mins 57 Secs	9.57 Working Days	Unknown	
CO-OPERATIVE BANK	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	1 Working Days	Mon, 22 Sep,2025
PRECISE MORTGAGES	Unknown	Unknown	Unknown	Unknown	20 Working Days	3 Working Days	Mon, 22 Sep,2025
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	9 Working Days	6 Working Days	Mon, 22 Sep,2025
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	3 Working Days	#REF!
SANTANDER	00 Mins 46 Secs	01 Mins 2 Secs		Unknown	7 Working Days	1 Working Days	Mon, 08 Sep,2025
SCOTTISH BUILDING SOCIETY	Unknown	Unknown	00 Mins 30 Secs	N/A	27 Working Days	5 Working Days	Wed, 26 Jul,2023
SKIPTON BUILDING SOCIETY	Unknown	Unknown	00 Mins 39 Secs	02 Mins 51 Secs	12.1 Working Days	Unknown	Mon, 22 Sep,2025
SUFFOLK BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days	Tue, 15 Jul,2025
TSB	04 Mins 0 Secs	02 Mins 0 Secs	Unknown	Unknown	Unknown	4 Working Days	Mon, 22 Sep,2025
THE MORTGAGE LENDER	Unknown	Unknown	01 Mins 0 Secs	Unknown	Unknown	19 September Received	Mon, 22 Sep,2025

Please note: This information is intended to provide intermediaries with a single view of lenders current service standards, the data is updated every Monday (except bank holidays). Some lenders may provide additional service information that is not displayed

Last updated:  Mon, 22 Sep,2025	Lender Service Report (Residential)						 Mortgage Brain
	Waiting Times				Processing (as reported by lender)		Information last updated by lender
					Time to offer	Initial Assessment	
Lender	Case Updates	Sales	General	Live Chat Response Time			
THE TIPTON AND COSELEY BUILDING SOCIETY	00 Mins 14 Secs	Unknown	Unknown	00 Mins 4 Secs	3 Working Days	4 Working Days	Mon, 22 Sep,2025
UNITED TRUST BANK	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	N/A	2 Working Days	3 Working Days	Mon, 22 Aug,2022
VERNON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	2 Working Days	Mon, 12 Aug,2024
VIDA HOMELOANS	Unknown	Unknown	Unknown	N/A	Unknown	4 Working Days	Tue, 15 Jul,2025
VIRGIN MONEY	Unknown	Unknown	Unknown	Unknown	13 Working Days	1 Working Days	Fri, 19 Sep,2025
THE WEST BROM	Unknown	Unknown	00 Mins 43 Secs	Unknown	14.8 Working Days	2 Working Days	Mon, 22 Sep,2025