

Online Mortgage Portal

Terms & Conditions of Use

The following are the general terms of use for this Online Mortgage Portal. Guidance on how to use the site also forms part of these terms. When you register with us to use the online application and tracking facility you will be deemed to have agreed to them together with our Terms of Business for Intermediaries which were issued to you at the time of your registration to our Panel.

Should you fail to adhere to these terms, Loughborough Building Society (us) reserves the right to withdraw your access to the on-line service, irrespective of any other action taken.

By registering for this facility, you agree:

- To comply with all applicable obligations arising out of relevant data protection legislation in force from time to time, including, but not limited to the Data Protection Act 2018 and the EU General Data Protection Regulation.
- To ensure that you always have your customers express authority to act on their behalf and to pass information to us and that your customer has been provided with a copy of our Privacy Notice before you send/transmit their information to us.
- To ensure that all information provided to us is a true and accurate reflection of the customers circumstances and keep that information up-to-date.
- That the use of 'case tracking summary' and 'detailed tracking' screens will be confined to you, or your nominated administrator(s). Information displayed on the tracking screens must not be shared with any other 3rd party, and under no circumstances are customers to be allowed access to it.
- To follow the guidelines on good password practice when creating your unique password on registration. Your password and memorable word are provided for your sole use and must not be divulged to anyone else.
- To ensure you, or your company, have all the appropriate authorisations from the FCA to complete applications. If an application arises as a result of the activities of another person, then that person is appropriately authorised by the FCA or is exempt from authorisation.

You or your company will ensure that your business will comply at all times with all amendments to or replacement of all of the above as relevant.