

## Mortgage Point of Sale System

### Frequently Asked Questions

Below you will find a number of frequently asked questions that have been produced on the introduction of Mortgage Brain's point of sale product the Key.

Question	Answer
What does integrated mortgage sourcing mean?	It means that client and Fact Find information that you complete within the Key will be automatically populated into the sourcing system. So you won't have to spend time re-keying the same information.
How much will the system cost me?	The system will be at no cost to member firms. Sesame will be absorbing these costs as part of our improved mortgage proposition.
When will the system be available?	We are working on a release schedule, but we anticipate that the first roll out will take place sometime in March. If you are interested in the product you can register your interest in the mortgage area of the Sesame website.
Will the system be mandatory?	<p>The system will not be mandatory to existing member firms, however the benefits that you can enjoy by using the system are significant:</p> <ul style="list-style-type: none"> <li>– Up to date compliance documentation</li> <li>– No cost for the system</li> <li>– No cost for integrated sourcing when used in conjunction with the Key</li> <li>– It contains Client Management, up to date Fact Find, Reasons Why facilities.</li> </ul> <p>We will also seek to roll out additional services through the point of sale system, which will make it easier for you to write additional business and earn more money.</p>

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What sort of functionality will the Key include?	<p data-bbox="594 321 1425 380">As part of our selection criteria for a point of sale provider we considered what features a system needs to include, and included will be the following:</p> <ul data-bbox="594 417 1446 1255" style="list-style-type: none"> <li data-bbox="594 417 1446 476">– <b>Client Management System</b> – you will create one single client record that can be reused for new or additional business</li> <li data-bbox="594 514 1446 638">– <b>Diary and Case Management</b> – the system allows you to add tasks for yourself or assign them to an administrator. With the inbuilt work flow, you will be able to see at what stage each of your cases is at, and what needs to be done and by when</li> <li data-bbox="594 676 1446 735">– <b>Marketing</b> – there will be a series of reports that will support marketing campaigns you may wish to run</li> <li data-bbox="594 772 1446 896">– <b>Document Management</b> – the system will automatically retrieve and file documentation produced within the POS system e.g. Fact Find, Reasons Why, proof of Research, KFI's etc. It will also allow you to attach other correspondence/documentation not produced within the system</li> <li data-bbox="594 934 1446 1024">– <b>Integration with mortgage sourcing</b> – the system will take client info and Fact Find data you enter and pre-populate Mortgage Brain reducing the amount of re-keying</li> <li data-bbox="594 1062 1446 1152">– <b>Compliance Change</b> – changes made to the Fact Find will be automatically uploaded into the point of sale, enabling you to easily keep pace with change</li> <li data-bbox="594 1190 1446 1249">– <b>Online and Offline</b> – the system allows you to work both offline and online.</li> </ul> <p data-bbox="594 1287 1446 1411">These are just some of the features that will be available, and as we are totally committed to embracing this technology we will continue to improve and add value added services to it, to make it easier and more profitable to you.</p>
Who will the Key be available to in my firm?	<p data-bbox="594 1455 1390 1514">One of the main reasons for selecting this system is its ability to support multiple roles within your business. As a result we can support:</p> <ul data-bbox="594 1551 813 1835" style="list-style-type: none"> <li data-bbox="594 1551 732 1581">– Principals</li> <li data-bbox="594 1614 805 1644">– Office Managers</li> <li data-bbox="594 1677 719 1707">– Advisers</li> <li data-bbox="594 1740 781 1770">– Administrators</li> <li data-bbox="594 1803 813 1835">– Compliance staff.</li> </ul>

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How many licenses can I have?	You can register for a licence for everyone within your firm who needs access to the system.
How much would the system cost in the open market?	In the open market the Key costs £35 per month per licence + VAT. This does not include costs for sourcing.
Does it have off line capability?	<p>The system is <b>both</b> online and offline:</p> <p>This means that when you are in the office or connected to the web, you can work on the live system supporting the full advice process.</p> <p>If you are meeting with clients in their own homes and/or you are not connected to the web, you can work offline and still undertake large parts of the advice process, such as the Fact Find, directly onto the system. When you next go on line and synchronise all of the information will be saved to the live system.</p>
Will this be a separate system from Sesame or will it be Networked?	It is a fully hosted system, which will mean that whilst you will have access to all of your client information, it will also be backed up centrally. So, in the unfortunate event of either loss or damage to your internal systems, your information can be retrieved where it is fully synchronised.
Will it integrate with 3 <sup>rd</sup> party providers?	<p>Not all integrations may be available from day one, but planned integrations being worked on include:</p> <ul style="list-style-type: none"> <li>– MBL sourcing</li> <li>– MTE applications</li> <li>– Assureweb</li> <li>– Paymentsshield</li> <li>– Sesame Insure</li> <li>– E-Conveyancer</li> <li>– Microsoft Outlook.</li> </ul> <p>For all new propositions and services that we introduce into the Network proposition, we will seek to integrate these services, making it: easier to use, less time consuming and potentially more profitable.</p>
If I take the Key, will I receive support?	We will deliver a robust training programme to help you when introducing this into your businesses and will provide telephone support to provide ongoing assistance.

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Why are you looking to introduce point of sale technology?	<p data-bbox="597 321 1419 415">There are some big opportunities to be more efficient with technology in terms of preventing re-keying of client data for several applications, and so help reduce costs for your business.</p> <p data-bbox="597 453 1419 516">We believe the regulatory burden will increase for mortgage firms and one way we can help ease this burden is through technology.</p> <p data-bbox="597 554 1419 611">We can also deliver more services and income generating opportunities for you with technology and this is another consideration.</p>
I'm a Sesame Office user; if I take the Key will it reduce the cost of my Sesame Office fees?	<p data-bbox="597 646 1386 741">No it will not reduce your fees for Sesame Office. The two products are separately priced and the existing pricing structures will continue to be maintained.</p>