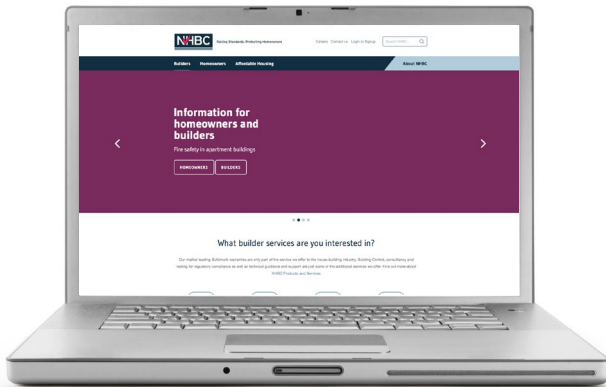


Contents

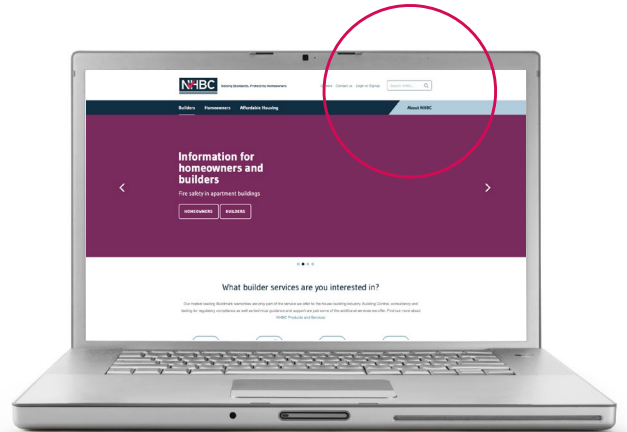
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Register for a new account – new company

1. Go to NHBC website



2. Click on 'Log in or Sign up'



3. In Conveyancing Portal box, select 'Sign up'



Conveyancing Portal

The online system for conveyancers and solicitors to manage and accept Buildmark cover for their clients.



LOG IN or Sign up

4. You will be taken to a claim case form
5. Have your policy number and activation code to hand
6. Complete the form with relevant details and click 'Request access'


Claim Case

5

Policy number

Activation code

Your email address



Enter text shown in image

6

Claiming a case

To claim a case you will need the NHBC policy number and the activation code which you may have been sent by your builder

Please add the email address that you wish to use with the portal (or that you have used with it previously)

You will also need to enter the number shown in the graphic into the box below to confirm that you are a valid user. If you cannot see what that says click **Refresh** for a new number

Once you have entered all the details required click **Request access** to continue.

Help page ref: CCHELP1

7. You will be asked to request access to the Conveyancing Portal - click 'Request access'



Claim Case

You need to register for conveyancing with your user: testsol76823@gmail.com before you can claim the case.

< No thanks **Request access**

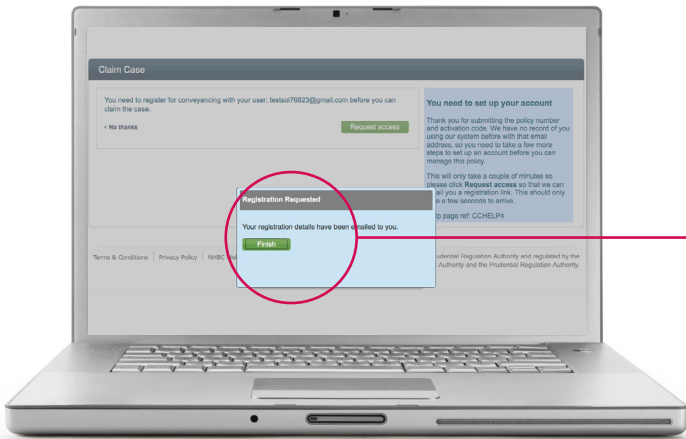
You need to set up your account

Thank you for submitting the policy number and activation code. We have no record of you using our system before with that email address, so you need to take a few more steps to set up an account before you can manage this policy.

This will only take a couple of minutes so please click **Request access** so that we can email you a registration link. This should only take a few seconds to arrive.

Help page ref: CCHELP4

8. A message will appear telling you that your registration details have been sent to you
9. Click 'Finish'



Registration Requested

Your registration details have been emailed to you.

Finish

10. You will receive an email to register

NHBC NHBC Conveyancing Portal

NHBC Conveyancing Portal

Registration request
Dear buster@catinabush.com

How to register for conveyancing

Following your request to claim as case for policy AP020541, please click on the link below and follow the on-screen instructions.
[Register for Conveyancing Portal](#)
Please note: If not used this link will expire within 21 days.

NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK8 8FP
Tel: 0344 633 1000 Fax: 01908 747255 www.nhbc.co.uk NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. CC_REG_REQ

11. Click on 'Register for Conveyancing Portal'

NHBC NHBC Conveyancing Portal

NHBC Conveyancing Portal

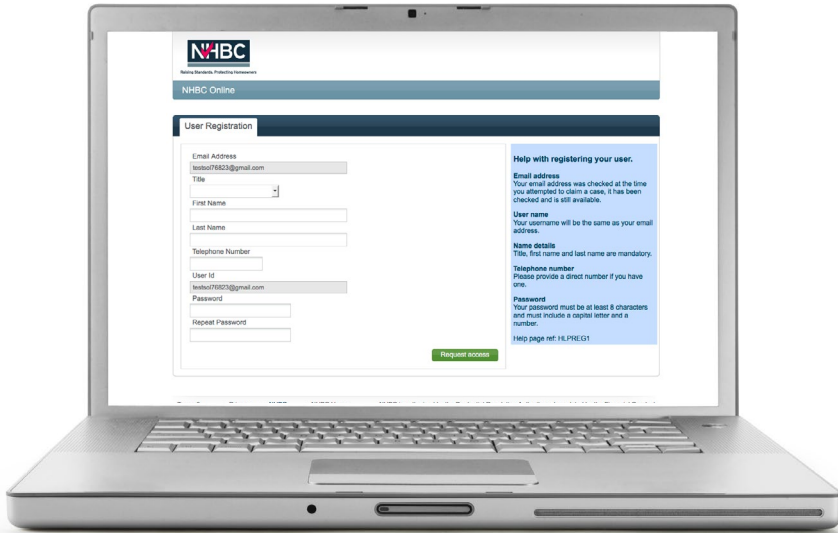
Registration request
Dear buster@catinabush.com

How to register for conveyancing

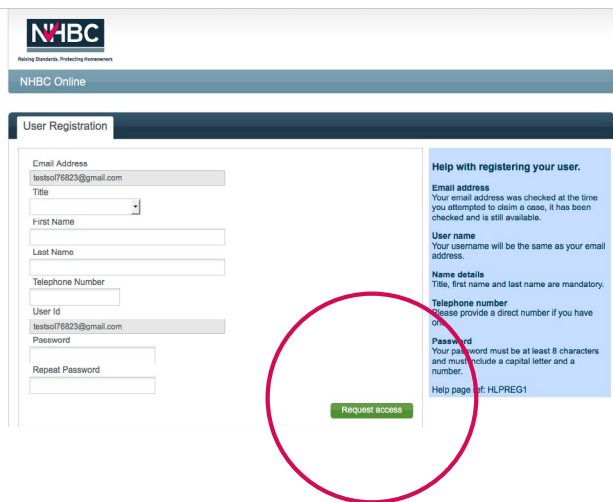
Following your request to claim as case for policy AP020541, please click on the link below and follow the on-screen instructions.
[Register for Conveyancing Portal](#)
Please note: If not used this link will expire within 21 days.

NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK8 8FP
Tel: 0344 633 1000 Fax: 01908 747255 www.nhbc.co.uk NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. CC_REG_REQ

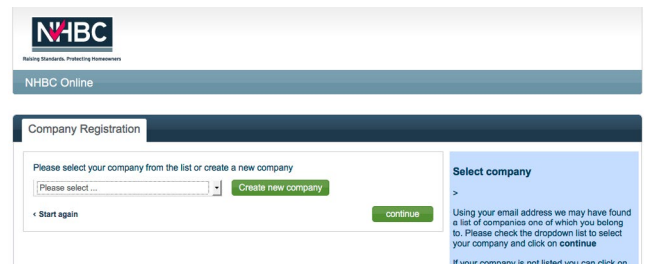
12. The next screen 'User Registration', asks you for user and password details



13. After completing, click 'Request access'

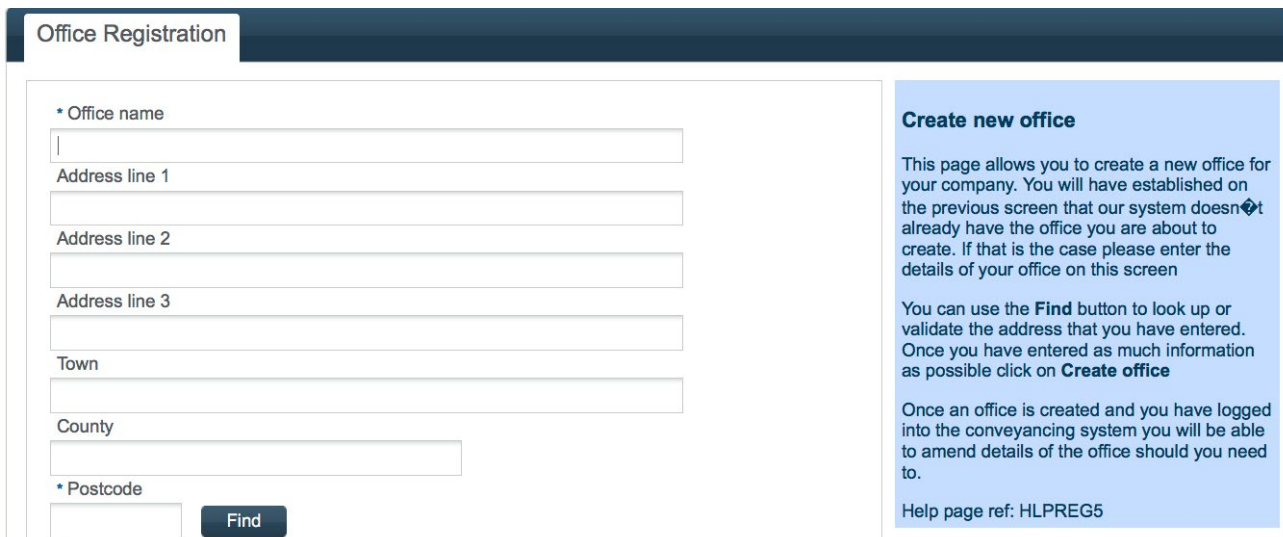


14. Complete office details and click 'create office'



Points of note
 You will only need to go through the process of setting up an account for your first case, thereafter you will go in via the CP Log in page.
 If there are already users of CP in your business, they have the ability to add you as a user.

15. Enter company registration details and click 'continue'



16. Please confirm all details on next page and click 'Complete registration'

Confirm Registration

You are registering your account with the following company:

Company name
Alan E Masterston Solicitors

Office name
Second Floor Office

Address 1

Address 2
Knowhill

Town
Milton Keynes

Postcode
MK5 8FP

Country
United Kingdom

Your user details are:

Username
testsol76823@gmail.com

Title
Mr

First name
John

Last name
Smith

[Start again](#) Complete registration

Confirm registration details

Here you can see a summary of the information we will use to set up your account. Please check this carefully, and then read the Terms and Conditions at the bottom of the page. You will need to accept these terms to complete your registration.

If anything is incorrect here you can click on Create company or start again. If not please click **Complete registration** button to confirm your account

Help page ref: HLPREG7

17. Click 'proceed to conveyancing'

NHBC
Raising Standards. Protecting Homeowners

NHBC Online

Registration Complete

Congratulations! You have successfully registered.

[No thanks](#) proceed to conveyancing

Registration complete

You have successfully registered to use our Conveyancing system. Please click **proceed to conveyancing** where you will be asked to accept our terms and conditions and then use the system.

Help page ref: HLPREG2

18. Finally click 'Accept' to accept terms and conditions

Terms and Conditions

Conveyancing Portal Terms of Use

Date of Last Review: 26 January 2017

These terms and conditions set out the terms on which you may use of the Conveyancing Portal site ("Site") operated by National House-Building Council ("NHBC"). These terms and conditions are in addition to the NHBC Terms of Website Use <http://www.nhbc.co.uk/Legal/Website/TermsOfUse/> which also apply to any use of the Site.

1 Use and Registration

- 1.1 You are only permitted to use the Site if you accept all of the terms and conditions set out below.
- 1.2 You must register with the Site before you can access and use the Site. In order to register you must provide certain information. The information which you provide in connection with your application for registration must be accurate, current and complete.
- 1.3 By clicking on the "accept" button you ("user", "you" or "your") signify that you have read, understood and agree to be bound by these terms and conditions ("Terms of Use"). You should, therefore, read these Terms of Use carefully before clicking the "accept" button.
- 1.4 Your use of the Site is entirely at NHBC's discretion. NHBC reserves the right to refuse and/or suspend or terminate your use of the Site without giving you notice or reason (including, but not limited to, in the event that you breach any of these Terms of Use).

2 Passwords

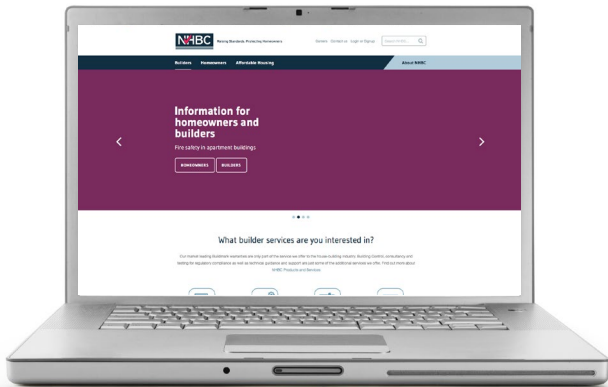
- 2.1 Each registration is for a single user only. As part of the registration process and in connection with the creation of your account you will be required to provide your email address and password for use to access the Site. You must at all times treat your password as confidential, and not disclose it to any third party.
- 2.2 You must take appropriate security measures to prevent unauthorised disclosure of your password and you must notify NHBC immediately if your password becomes known to any unauthorised user.
- 2.3 Any breach of these Terms of Use by anyone to whom you disclose your password will be treated as if the breach had been committed by you and will not relieve you of your obligations and liabilities under these Terms of Use
- 2.4 You must update the system with any changes to your registration details.

[Do not accept](#) [Download](#) Accept

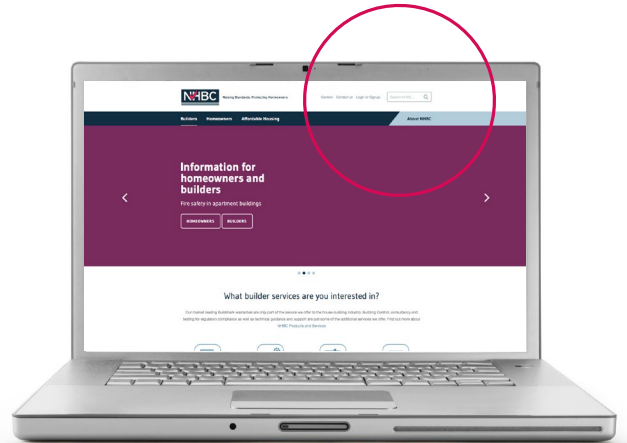
You have now created an account - you are now logged in

Register for an account – existing company

1. Go to the NHBC website www.nhbc.co.uk



2. Click on 'Log in or Sign up'




3. In Conveyancing Portal box, select 'Sign up'



Conveyancing Portal

The online system for conveyancers and solicitors to manage and accept Buildmark cover for their clients.



LOG IN or [Sign up](#)


4. You will be taken to a claim case form
5. Have your policy number and activation code to hand
6. Complete the form with relevant details and click 'Request access'

Claim Case

Policy number

Activation code

Your email address

 [Refresh](#)

Enter text shown in image

[Request access](#)

Claiming a case

To claim a case you will need the NHBC policy number and the activation code which you may have been sent by your builder

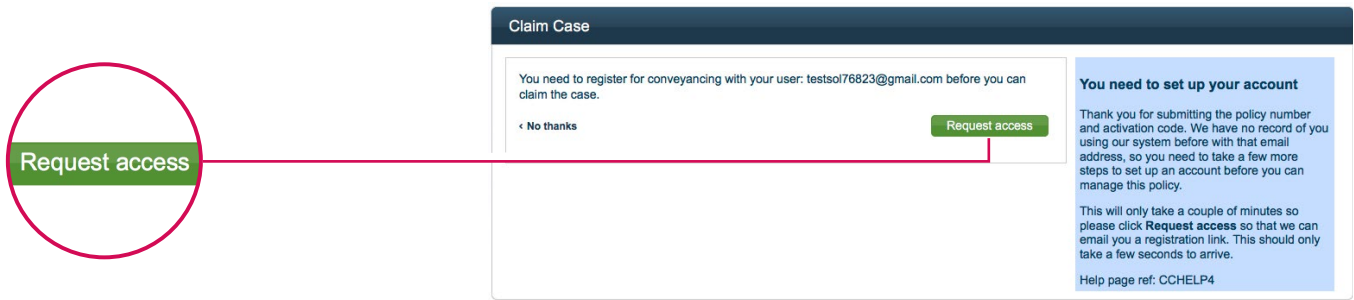
Please add the email address that you wish to use with the portal (or that you have used with it previously)

You will also need to enter the number shown in the graphic into the box below to confirm that you are a valid user. If you cannot see what that says click **Refresh** for a new number

Once you have entered all the details required click **Request access** to continue.

Help page ref: CHELP1

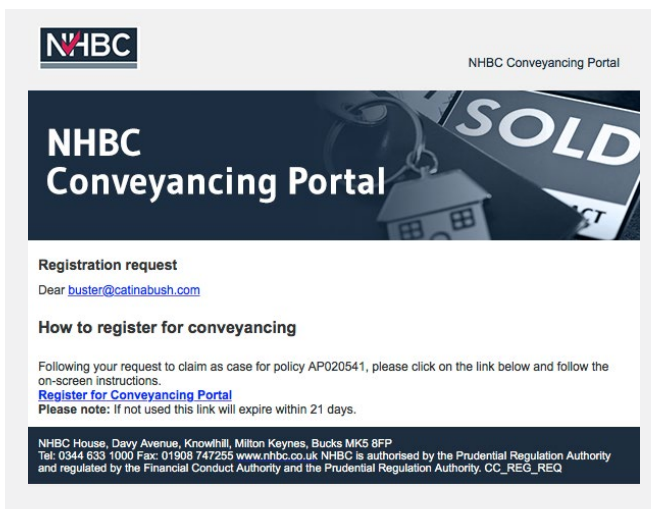
7. You will be asked to request access to the Conveyancing Portal - click 'Request access'



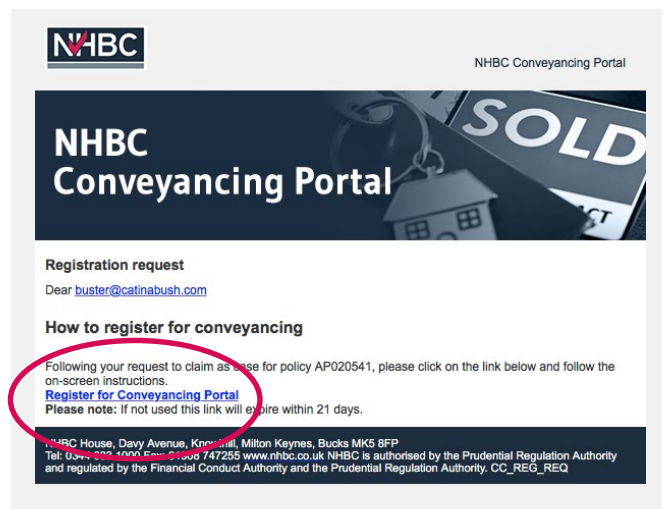
8. A message will appear telling you that your registration details have been sent to you
9. Click 'Finish'



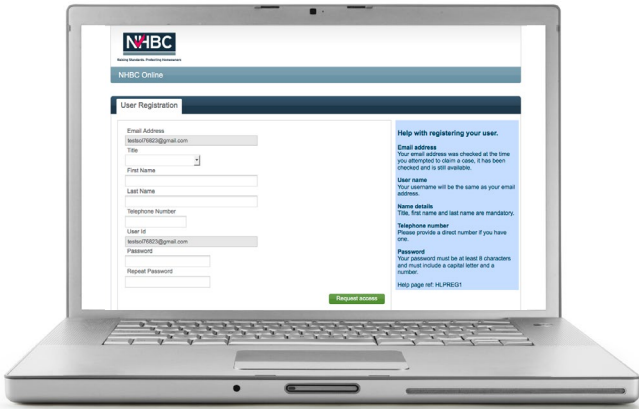
10. You will receive an email to register



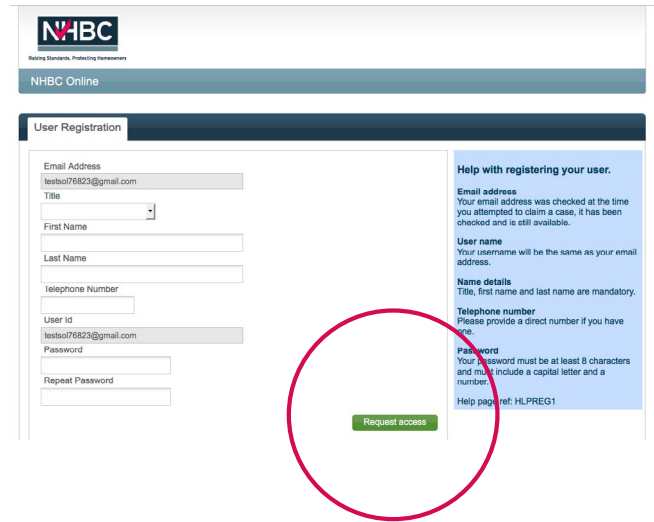
11. Click on 'Register for Conveyancing Portal'



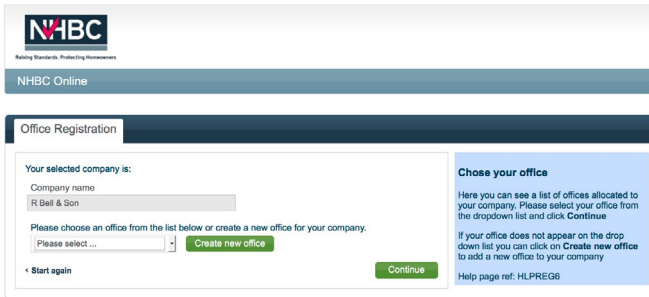
12. The next screen called 'User Registration', asks you for user and password details



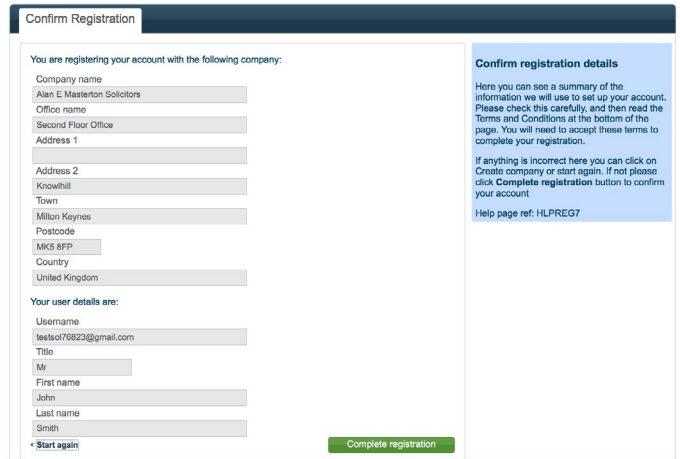
13. After completing, click 'Request access'



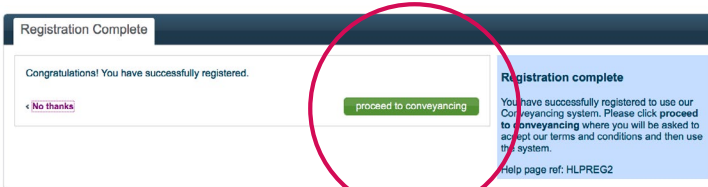
14. Choose office from list or create new in office registration area and click 'Continue'



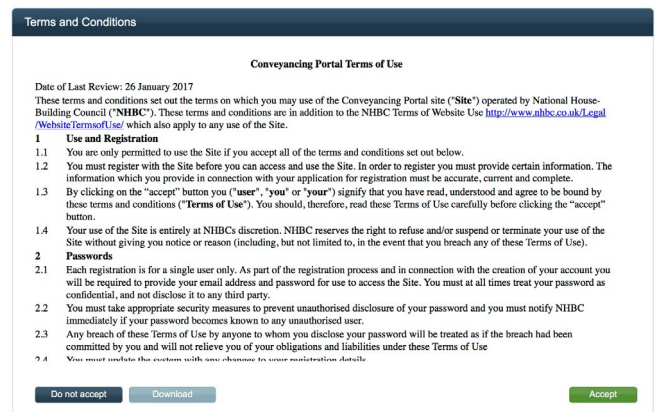
15. Review details and click 'Complete Registration'



16. Congratulations you have successfully registered, click 'proceed to conveyancing' to start working on your policies

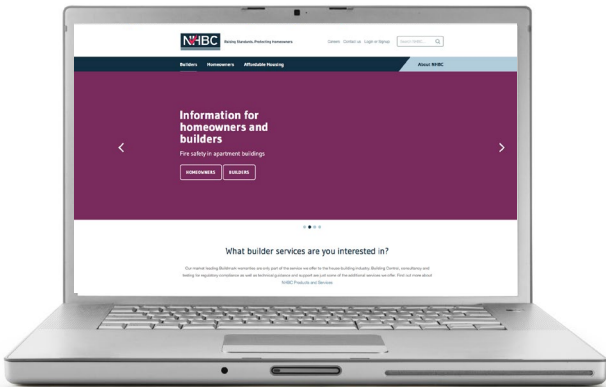


17. Finally click 'Accept' to accept terms and conditions

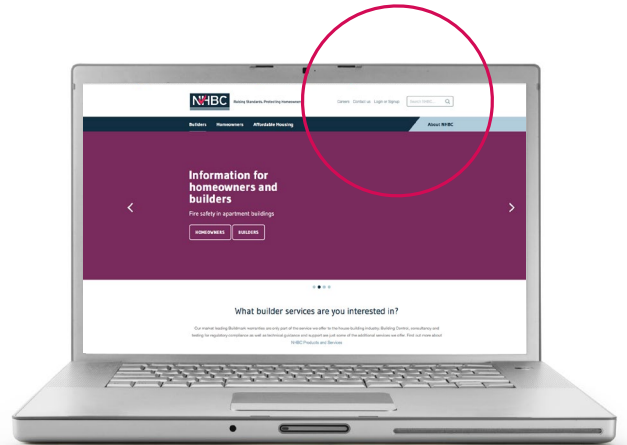


Log in to your account

1. Go to the NHBC website www.nhbc.co.uk



2. Click on 'Log in or Sign up'




3. In Conveyancing Portal box, select 'Log in'



Conveyancing Portal

The online system for conveyancers and solicitors to manage and accept Buildmark cover for their clients.



LOG IN or [Sign up](#)

4. Enter your email address and password

Conveyancing

Username

Password

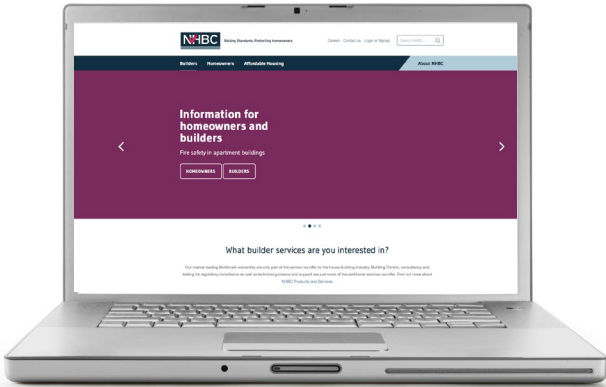
[Reset your password](#)

Please note
Your username is always your email address

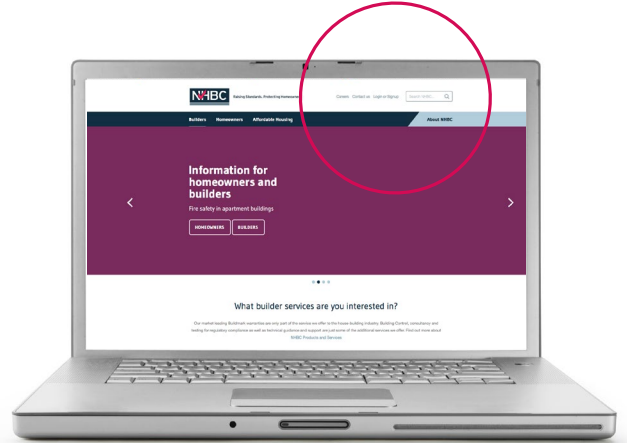
5. Follow the instructions in the email that you will receive

Reset your password

1. Go to the NHBC website www.nhbc.co.uk



2. Click on 'Log in or Sign up'



3. In Conveyancing Portal box, select 'Log in'



Conveyancing Portal

The online system for conveyancers and solicitors to manage and accept Buildmark cover for their clients.



LOG IN or [Sign up](#)

4. Select reset your password

Please note
Your username is always
your email address

Update account information

1. Log in to Conveyancing Portal

2. From landing page - select 'Settings'

Settings

My cases Office Add case Archive

New cases

Case Ref	Homeowner	Address	Builder	Plot	Policy No
There are no new cases.					

Add a case

Active cases

Case Ref	Type	Status	Homeowner	Address	Builder	Plot	Policy No
There are no active cases.							

Go to archive

List of users from the current office selected are displayed in top box

Settings

User management Company details

Users: Head Office, 6 Tynne Square Bletchley, MK3 7QA, Milton Keynes show deactivated users

User	Email	New cases	Active	Referred	Last used	Status
Mr Buster Smith	buster@catinabush.com	1	1	0	12 September 2017	ACTIVE
Mr Brad Cat	brad@catinabush.com	0	0	0	01 August 2017	ACTIVE
Mrs Emma Barb	barb@catinabush.com	1	1	1	20 July 2017	ACTIVE

New user

List of users from other offices selected, are displayed in bottom box

Edit user details

1. Log in to Conveyancing Portal
2. From landing page - select 'Settings'
3. Click the user you wish to edit

Settings

User management Company details

Users: Head Office, 6 Tyne Square Bletchley, MK3 7QA, Milton Keynes show deactivated users

User	Email	New cases	Active	Referred	Last used	Status
Mr Buster Smith	buster@catinabush.com	1	1	0	09 August 2017	ACTIVE
Mr Brad Cat	brad@catinabush.com	0	0	0	01 August 2017	ACTIVE
Mrs Emma Barb	barb@catinabush.com	0	0	1	20 July 2017	ACTIVE

[New user](#)

4. You can edit a contact name, number and office address OR reassign cases from one user to another

Settings

User management Company details

User details

Title: Mrs [Deactivate](#) [Activate](#) [Re-invite](#)

First name: Emma

Last name: Barb

Telephone: 01908000000

Email address: barb@catinabush.com

Office: Head Office, 6 Tyne Square Bletchley, Milton Keynes [Update](#)

Cases show archived cases

Case Ref	Homeowner	Address	BuilderName	Plot	Policy No	Status	Select All
	Miss test DOC	5, Royal Mews, Station Road LE65 2GJ	PTL Properties Limited	16	AH066899	REFERRED	<input type="checkbox"/>

[Reassign](#)

[Back](#)

Please note

You cannot edit the email addresses as these are used as user names

Reassigning cases to another user

1. Log in to Conveyancing Portal
2. From landing page - select **'Settings'**
3. Select the user that the cases are currently assigned to
4. Choose the cases you wish to reassign by ticking "select all" or by clicking the box next to each applicable case

Settings

User management Company details

User details

Title: Mr (circled in red)

First name: Buster

Last name: Smith

Telephone: 01908 745865

Email address: buster@catinabush.com

Office: Head Office, 6 Tyne Square Bletchley, Milton Keynes

Buttons: Deactivate, Activate, Re-invite, Update

Cases show archived cases

Case Ref	Homeowner	Address	BuilderName	Plot	Policy No	Status	Select
	Mrs Homeowner	61 Abercrombie Gardens SO16 8FR	Berkeley Homes (East Thames)Limited	E002	AP060531	COMPLETED	<input checked="" type="checkbox"/>
		55, Royal Mews LE65 2GL	PTL Properties Limited	55	AH049319	ACTIVE	<input checked="" type="checkbox"/>
		Site: Land Adjacent A43/A427, Weldon Park, NN17 3JW	Persimmon Homes Midlands	9	AQ001681	ACTIVE	<input checked="" type="checkbox"/>

Buttons: Reassign

5. Once you have completed your selection, click 'Reassign',

55, Royal Mews
LE65 2GL
Site: Crowdhill Green, Off Hardings
Lane, SO50 8

PTL Properties Limite
Bloor Homes Southern
Division of Bloor Hom
Ltd

Buttons: Reassign (circled in red), Back

6. Choose the new user from the drop down list

Transfer case(s)

Please select the user to whom case(s) should be reassigned :

Click Next to reassign to user above.

Buttons: Cancel, Next (circled in red)

7. Click 'Next'

Transfer case(s)

Please select the user to whom case(s) should be reassigned :

Click Next to reassign to user above.

Buttons: Cancel, Next (circled in red)

8. You have now reassigned the case

Please note

You can only reassign to a user in the list. A new user would need to register an account first

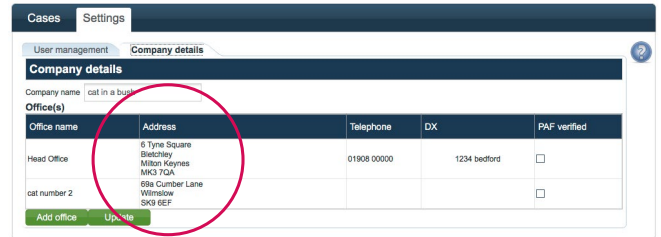
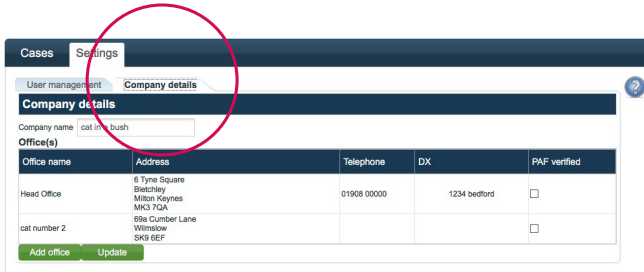
Add an office

1. Log in to Conveyancing Portal

2. From landing page - select 'Settings'

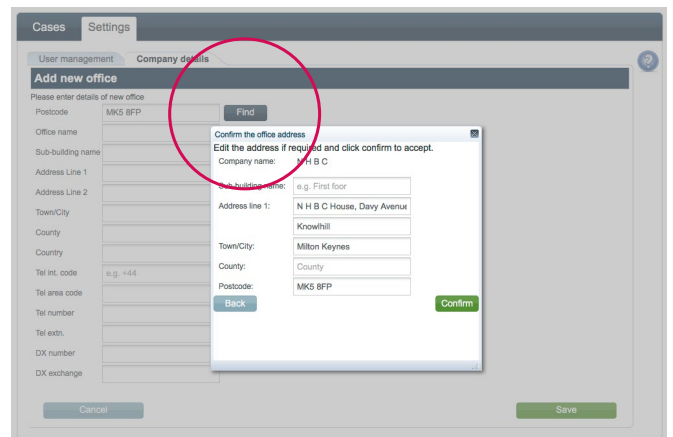
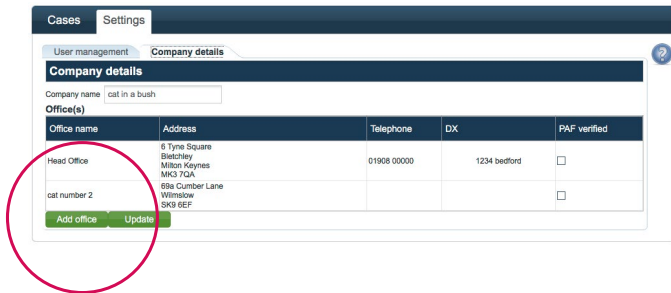
3. Select 'Company details' in tab

4. Company name and office addresses will be displayed



5. Click 'Add office'

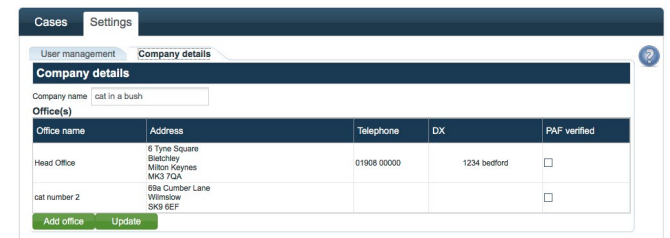
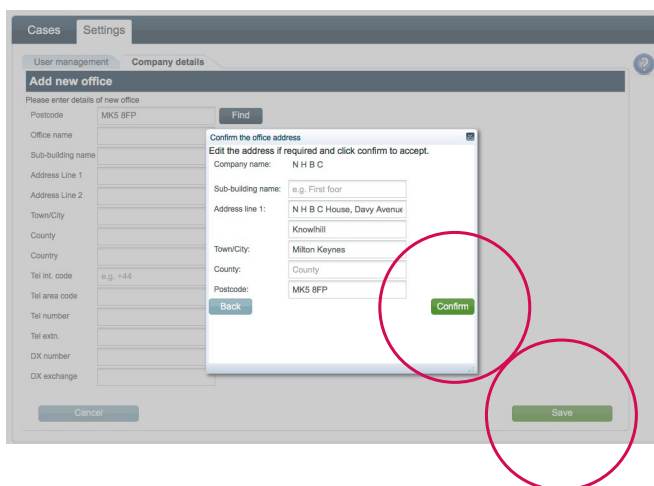
6. Enter the postcode and address details and click 'Find' to search for the address of the office. A pop up box will appear



7. A list of matching addresses will be displayed. Select your address and 'Confirm'

9. The new office address will now appear in the list

8. The pop up box will then disappear, click 'save'



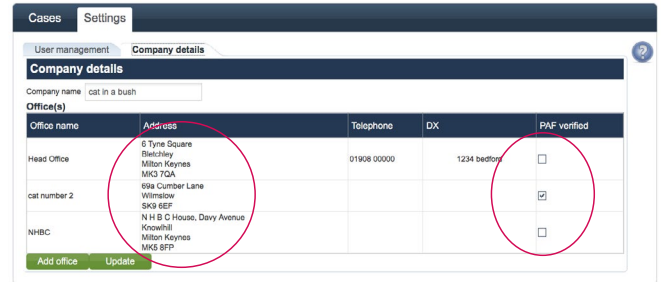
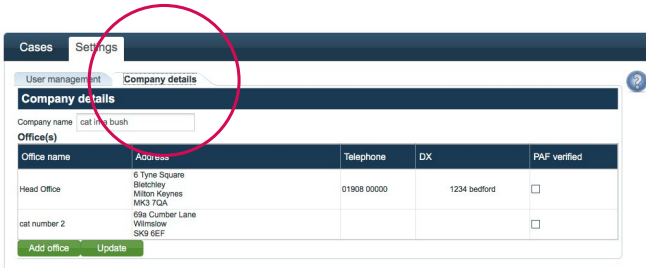
Edit office details

1. Log in to Conveyancing Portal

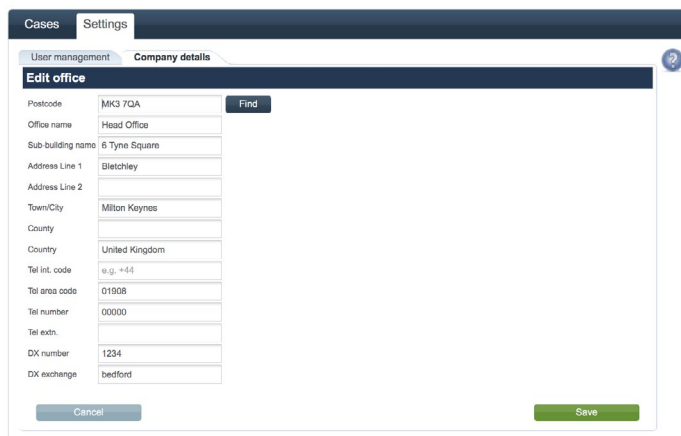
2. From landing page - select 'Cases'

3. Select 'Company details' tab. Company name and office addresses will be displayed

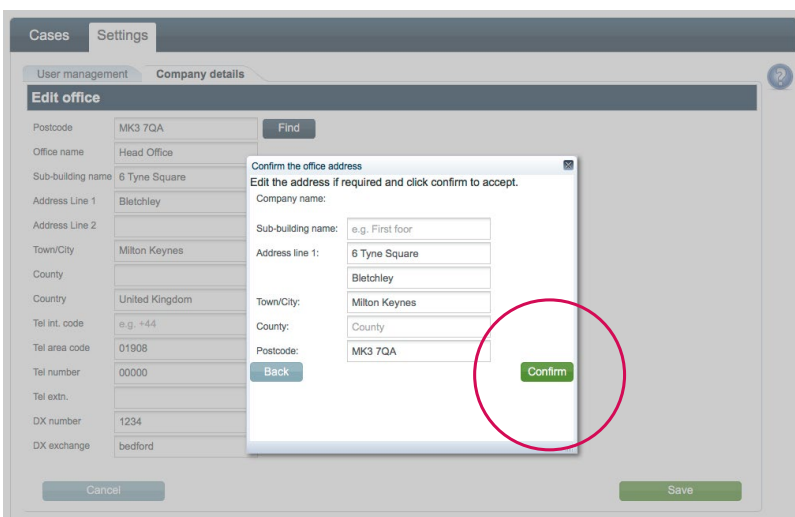
4. Click on the office you wish to edit



5. Details page appears



6. Update information, click 'confirm' then 'Save'



List of cases for your office

1. Log in to Conveyancing Portal
2. From landing page - select 'Settings'
3. Select 'Office' tab to view a list of all cases assigned to your office

Cases **Settings**

My cases **Office** Add case Archive

New cases

Case Ref	Homeowner	Address	Builder	Plot	Policy No
buster@catinabush...		55, Royal Mews LE65 2GL	PTL Properties Limited	55	AH049319

Active cases

Case Ref	Type	Status	Homeowner	Address	Builder	Plot	Policy No
barb@catinabush.com	P	REFERRED	Miss test DOC	5, Royal Mews, Station Road LE65 2GJ	PTL Properties Limited	16	AH066899

4. You can search for active cases by typing your case reference, homeowner, address, plot number or policy number into these boxes

Active cases

Case Ref	Type	Status	Homeowner	Address	Builder	Plot	Policy No
barb@catinabush.com	P	REFERRED	Miss test DOC	5, Royal Mews, Station Road LE65 2GJ	PTL Properties Limited	16	AH066899
buster@catinabush...	P	COMPLETE	Mrs Homeowner	61 Abercrombie Gardens SO16 8FR	Berkeley Homes (East Thames)Limited	E002	AP060531
barb@catinabush.com	P	ACTIVE		Site: Crowdhill Green, Off Hardings Lane, SO50 8	Bloor Homes Southern - A Division of Bloor Homes Ltd	171	AQ044076

[Go to archive](#)

5. Archived cases can be found by selecting the 'Go to archive' button or by selecting the 'Archive' tab. This allows you to view all historic policies you have activated (cases are automatically archived 30 days after completion/final certificate has been updated). If case was added by someone else within your company, click 'Company archive to view

Active cases

Case Ref	Type	Status	Homeowner	Address	Builder	Plot	Policy No
barb@catinabush.com	P	REFERRED	Miss test DOC	5, Royal Mews, Station Road LE65 2GJ	PTL Properties Limited	16	AH066899
buster@catinabush...	P	COMPLETE	Mrs Homeowner	61 Abercrombie Gardens SO16 8FR	Berkeley Homes (East Thames)Limited	E002	AP060531
barb@catinabush.com	P	ACTIVE		Site: Crowdhill Green, Off Hardings Lane, SO50 8	Bloor Homes Southern - A Division of Bloor Homes Ltd	171	AQ044076

[Go to archive](#)

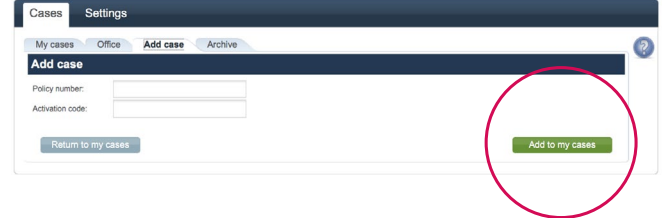
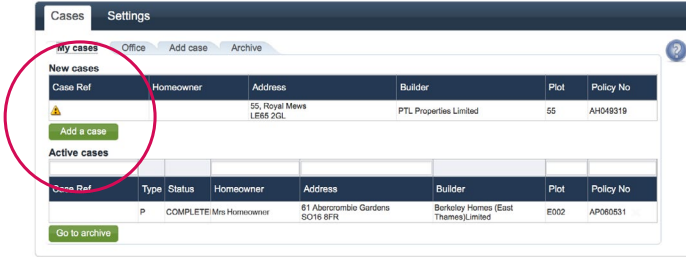
How to add a new case

1. Log in to Conveyancing Portal

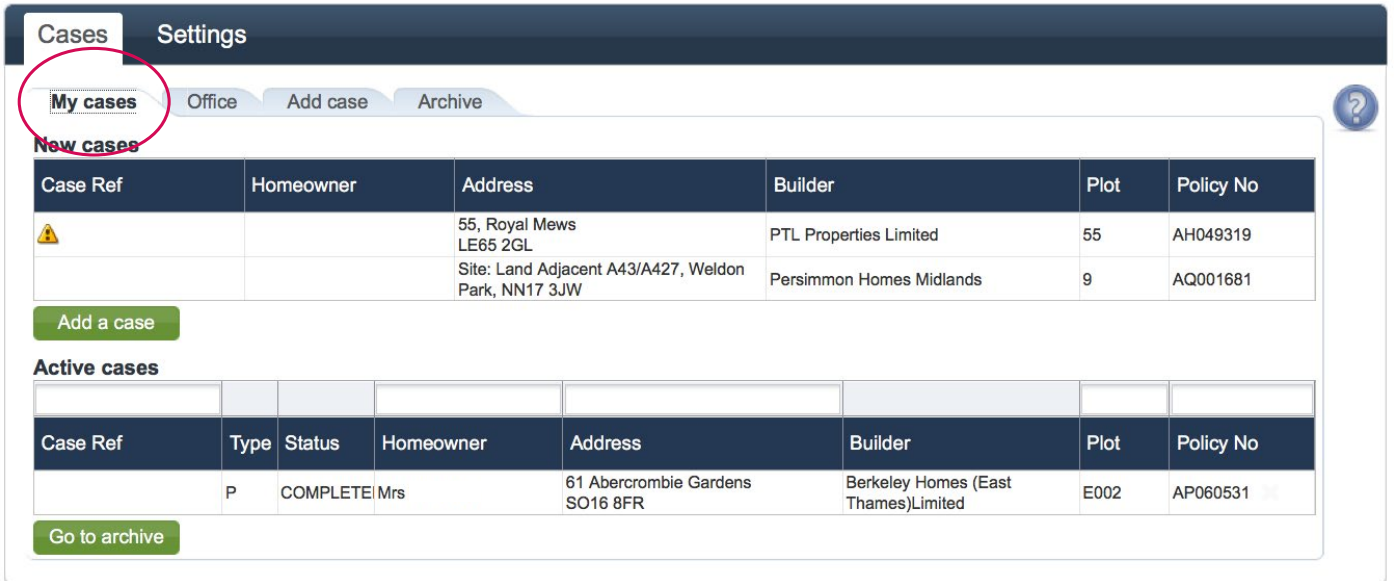
2. From landing page - select 'Cases'

3. To add a case, either select 'Add case' tab or 'Add a case' button

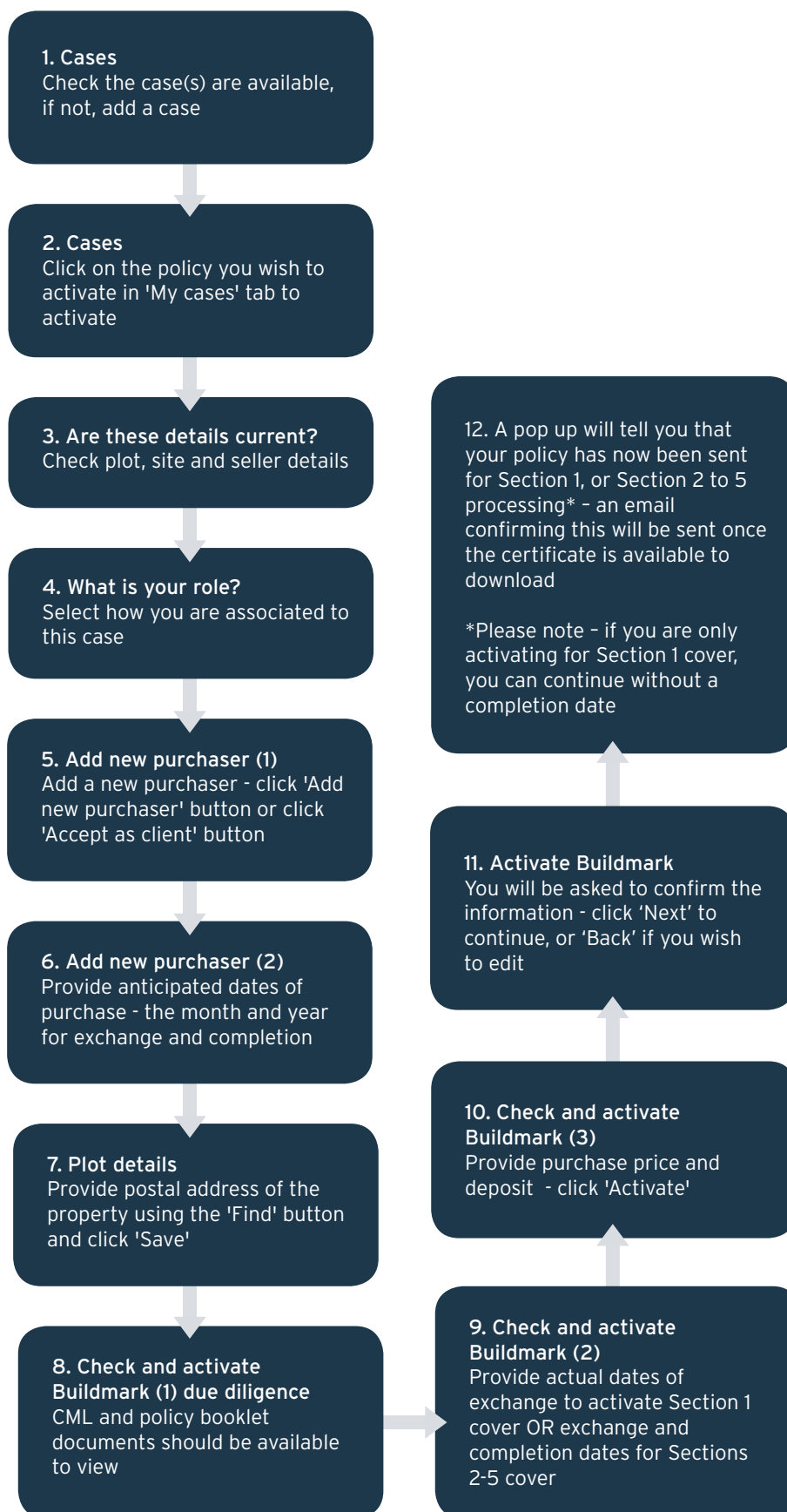
4. Enter policy number and activation code. Click 'Add to my cases' button



5. The case will now appear under your new case in the 'My cases' tab



Overview of activating a policy – screen flow



Working on a case

1. Within Cases tab select case from either 'New cases' or 'Active cases' list

The screenshot shows the 'Cases' tab interface. At the top, there are tabs for 'Cases' and 'Settings'. Below this, there are sub-tabs: 'My cases', 'Office', 'Add case', and 'Archive'. The 'My cases' sub-tab is active. Under 'My cases', there are two sections: 'New cases' and 'Active cases'. The 'New cases' section contains a table with columns: Case Ref, Homeowner, Address, Builder, Plot, and Policy No. There are two rows of data. The first row has a warning icon in the Case Ref column. The second row has a warning icon in the Case Ref column. Below the table is a green button labeled 'Add a case'. The 'Active cases' section contains a table with columns: Case Ref, Type, Status, Homeowner, Address, Builder, Plot, and Policy No. There is one row of data. Below the table is a green button labeled 'Go to archive'. A red arrow points from the 'Add a case' button to the 'New cases' section, and another red arrow points from the 'Go to archive' button to the 'Active cases' section.

Case Ref	Homeowner	Address	Builder	Plot	Policy No
		55, Royal Mews LE65 2GL	PTL Properties Limited	55	AH049319
		Site: Land Adjacent A43/A427, Weldon Park, NN17 3JW	Persimmon Homes Midlands	9	AQ001681

Active cases

Case Ref	Type	Status	Homeowner	Address	Builder	Plot	Policy No
	P	COMPLETE	Mrs Homeowner	61 Abercrombie Gardens SO16 8FR	Berkeley Homes (East Thames)Limited	E002	AP060531

2. Check the details are correct (Yes/No)

3. If yes - what is your role? Select whether you are acting on behalf of a purchaser or vendor. Click 'Next'

The screenshot shows the 'What is your role?' form. It displays the following details: Policy number: AQ001681, Plot No: 9, Site address: Land Adjacent A43/A427, Weldon Park, NN17 3JW, CORBY, Persimmon Homes Midlands trading as Persimmon Homes and Charles Church. There are two radio buttons: 'I am acting on behalf of the purchaser' (selected) and 'I am acting on behalf of the vendor'. At the bottom, there are two buttons: 'Return to my cases' and 'Next'.

4. If the details are not correct you can tell us by clicking on the 'Tell us' button

The screenshot shows the 'Are these details correct?' form. It displays the same details as the previous form. At the bottom, there are three buttons: 'Return to my cases', 'Something wrong? Tell us' (circled in red), and 'Yes Continue'.

Please go to page 22

How to complete plot details

1. You can enter your own reference for this case here if you have one
2. The developer may have already provided the Purchaser information. If your client name is already listed on the screen, please click 'Accept' as client. If the name of client does not match click 'Remove' and 'Add new'
3. Enter the postcode for the property being purchased and click 'Find'
4. Then click 'Save'
5. Then click 'Next'

Cases Settings

My cases Office Add case Archive

Plot Details

Policy number: AQ001681 Plot: 9 Site: Land Adjacent A43/A427, Weldon Park, CORBY, NN17 3JW. Persimmon Homes Midlands trading as Persimmon Homes and Charles Church

Your reference: ← 1

Purchaser: ← 2

Property postal address:

Postcode: ← 3

Flat no:

First line:

Second line:

Town:

County: ← 4

If this home was built on land already owned by your client – [please click here](#)

← 5

Please note

You need to add at least one purchaser or accept as client and the property postal address to enable the 'Next' button

How to check and activate Buildmark

Under 'My cases' tab please select the case you want to activate

1. Select House type
2. Enter Exchange date
3. Enter anticipated completion date (if known), deposit amount and purchase price
4. Select 'Save' to save details at this point, or 'Activate' if exchange date/has passed
5. Cases may be automatically referred to NHBC Customer Services if there are certain discrepancies

Cases Settings

My cases Office Add case Archive

Check and Activate Buildmark

Your reference: null Policy number: AP060531 Plot: E002 Site: 10 The Warren, Arsenal Site Off Arsenal Way, LONDON, SE18 6. Berkeley Homes (East Thames)Limited trading as Berkeley Group Plc

Seller: Berkeley Homes (East Thames)Limited trading as Berkeley Group Plc

Purchaser(s) to be added: Mrs Homeowner [Amend](#)

Postal address: 61 Abercrombie Gardens Southampton SO16 8FR

House type: Semi-Detached House

Exchange date: 30/09/2015

Completion date: 10/10/2015

Deposit amount: £42,000.00

Purchase price: £425,000.00 [Save](#)

[Return to my cases](#) [Activate](#)

Please check the details and press 'Activate' to activate the policy.

Due Diligence

- **Pre-comp cover:**
Not active [Tell me why](#)
- **Post-comp cover:**
Not available [Tell me why](#)
- **Construction state:**
Finalled 30 September 2015
- **NHBC Building Control:**
Yes, Finalled 30 September 2015
- **Endorsements:**
[view](#)
- **Policy documents:**
[view](#)
- **Insurance certificate:**
[view](#)
- **CML:**
[view](#)

6. Check the details are correct
7. Click 'Next'
8. Check you have entered homeowner email address
9. Click 'Activate'

Due Diligence.

You can view and download available documentation here. If this is not available, select Tell me why.

When activating a policy you may get the message below.

No cover available

Cover is not available as a Cover Note has not been issued for this property

[Return to my cases](#) [Back to case](#)

Please note

If you have a cover note, you should receive a email to confirm the certificate has been issued. If you haven't received this after 1 hour of activating, please call Customer Services on 0344 633 1000 who will look at this for you.

If you are working on a case and something is wrong

Select relevant reason from the list

1. Remove Case - you will then be required to enter a reason
2. Transfer to different user - this will transfer case to another colleague in your office
3. The listed seller is incorrect - select correct seller from list, if other is selected please provide the seller in text box provided
4. The plot/site details are incorrect - you will then need to enter correct plot / site details
5. Click 'Next'

The screenshot shows a dialog box titled 'Something is wrong' with a dark blue header. Below the header, the policy number and plot/site details are listed: 'Policy number: AQ037793 Plot: 22 Site: Land Adjacent A43/A427, Weldon Park, CORBY, NN17 3JW. Persimmon Homes Midlands trading as Persimmon Homes and Charles Church'. Below this, the text 'Please tell us why:' is followed by four radio button options: 'Remove case', 'Transfer to a different user', 'The listed seller is incorrect', and 'The plot/site details are incorrect'. A note below the options states 'You will be asked for more information after you click next.' At the bottom, there are two buttons: 'Cancel' on the left and 'Next' on the right.

Alerts - cases that need your attention

Alerts are shown on the 'My cases' tab to remind you of missing information, or policies that have now passed the anticipated dates, but have not been confirmed.

You can click into the alert, and be shown the policies with this alert, as well as update the information to clear the alert.

The screenshot shows an alert box with a red header that reads 'Action required! Please review the following cases which need your attention:-'. Below the header is a table with two columns: 'Number of cases' and 'Description'. The table contains one row with the value '1' in the first column and the text 'No email address has been given for any of the purchasers' in the second column.

Number of cases	Description
1	No email address has been given for any of the purchasers

Please note

The alert for not providing an email address for the purchaser is a reminder that if you do have one, please add it. This will not affect you activating the policy or stop an insurance certificate being issued.

Alerts - information conflict resolution

Select the relevant case from the 'Alerts' section
Update the details and click 'Apply selected'

The screenshot shows a web interface with a dark blue header containing 'Cases' and 'Settings' tabs. Below the header, there are sub-tabs: 'My cases', 'Office', 'Add case', and 'Archive'. The main content area is titled 'Information Conflict Resolution' and includes the text 'Policy number: AM078972 Plot: 12: Site: Great Park Estate Phase 2, London, NW7 6DR.' A prominent message states: 'The exchange date has passed and there is no confirmation of exchange of contracts (For example: 31/12/2016) provided by NHBC to activate section 1 cover)'. Below this, there are two input fields: 'Please enter the actual date of exchange:' with a text box containing '13/02/2015' and a date picker icon, and 'Please confirm that exchange has taken place:' with an unchecked checkbox. At the bottom of the form are 'Cancel' and 'Apply selected' buttons.

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Alerts - referral to NHBC Customer Services

Sometimes a referral will need to be dealt with by NHBC Customer Services.

Please provide a contact telephone number in case they need to telephone you to discuss the case.
Once the referral has been cleared it will re-appear on your active cases section.

The screenshot shows a web interface with a dark blue header containing 'Cases' and 'Settings' tabs. Below the header, there are sub-tabs: 'My cases', 'Office', 'Add case', and 'Archive'. The main content area is titled 'Activate Buildmark' and includes the text 'Referrals' and 'Some conditions have been identified on the case which would require referral to NHBC customer service before policy can be activated.' Below this, there is a text input field for 'Please provide a contact telephone number:' and a note 'Please click on the 'Activate' button to submit'. At the bottom of the form are 'Back' and 'Activate' buttons.

Talk to us...

If you need further help call our team on
0344 633 1000 and ask for '**Customer Services**'
or email **cpsupport@nhbc.co.uk**

If you would like to join our Conveyancer user panel, please email
cpuserpanel@nhbc.co.uk

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