



6 April 2021

Coventry for intermediaries breaks records for new business enquiries in Q1

[Coventry for intermediaries](#) has reported record numbers of calls and chats into its broker facing support teams in the first three months of 2021 with well in excess of 150,000 completed contacts. Despite these numbers, service performance remained impressive with new business enquiry daily wait times averaging 43 seconds on the phone and just 34 seconds on chat.

January remains the busiest month to date for new business enquiries at Coventry for intermediaries, as pent up demand and the Stamp Duty holiday has seen demand surge across the market in recent months. Almost 10,000 new business enquiries were answered in January alone, while average wait times increased to just 72 seconds.

Keith Williams, Intermediary Operations Manager at Coventry Building Society, said: “Our phones haven’t stopped ringing this year. The market as a whole is having a bumper start to the year but, while we’re very pleased to see record new business calls, we’re incredibly proud that our service levels have remained so high.

“Our intermediary partners have been working flat out to meet the demand from their clients and we know they’d rather be writing new business than listening to hold music. Being able to measure our call and web chat wait times in seconds rather than minutes is a good sign that we’re able to manage call volumes even during our busiest times.”

Ends

For further information:

Will Howell

For more information or additional comment please contact: the press office on 0800 121 6868 or email media@thecoventry.co.uk. We monitor and record phone calls.

Coventry Building Society
Will.howell@thecoventry.co.uk

Notes to editors

Coventry for intermediaries

Coventry for intermediaries is a trading name of Coventry Building Society and is a top ten UK provider of Residential and Buy to Let mortgages.

At Coventry for intermediaries, we put brokers at the heart of our business through our four unique pledges. In 2007, we were the first lender to make promises to brokers, and we're still as committed to our pledges – and the intermediary sector – over ten years on.

Our pledges are:

- We'll give you 48 hours' notice before we withdraw a product
- We'll always be open and honest about service levels
- We'll never cross-sell insurance to your customers
- We'll give your customers the same products, rates and service

We strive to offer the highest possible standards of service, and are open and honest about our service levels. These are updated on our website every day, and cover areas such as offer turnaround, document processing and call waiting.

For more information mortgage introducers should telephone the intermediary support team on **0800 121 7788 (available Monday to Friday, 9.00am to 6.00pm)**, selecting option 2, or log onto coventryforintermediaries.co.uk