

Delivering service success in 2020

Since the first Coronavirus lockdown the mortgage market has seen unprecedented demand from buyers eager to move forward with their housing plans. It's been an incredibly busy time - our intermediary support teams are helping brokers with over 2,500 calls and chats a day.

At Coventry for intermediaries, we're working hard to ensure that our service to brokers isn't compromised.



And we think the results speak for themselves



21 seconds

to answer a call to discuss a new case or product transfer



20 seconds

to start the conversation via our webchat



35 seconds

to speak with our team for a case update



And just 13.8 days

from application to offer

What's the secret to our success?



Our teams work together as one. We share resources and support each other to provide market leading service



Adapting to homeworking came naturally – we kitted out our teams for remote working even before the first lockdown



And we've responded to broker needs by introducing web chat, giving intermediaries yet another layer of support

At Coventry for Intermediaries, service is part of our DNA and despite the challenging times we find ourselves in our focus remains on delivering a market-leading service for our intermediary partners.

For a better service – come and talk to us.

All waiting times are the average daily figures from 1 January to 14 December 2020.

Web chat times are the average from 24 August to 14 December 2020.