

FAQs – the Lenders' Handbooks and UK Finance

- Will the Lenders' Handbook continue under UK Finance?

Yes – UK Finance will take on activities previously carried out by the Asset Based Finance Association, the British Bankers' Association, the Council of Mortgage Lenders, Financial Fraud Action UK, Payments UK and the UK Cards Association, including the provision of the Lenders' Handbook. The Handbook will be renamed the UK Finance Mortgage Lenders' Handbook.

- When will the name change?

On 1 July 2017.

- Will the names of related documents, such as the CML Disclosure of Incentives Form, also change?

Yes, in due course.

- Will I still be able to access the Handbook from the CML website? Or will I access it from the UK Finance website?

You will access the Handbook from the legacy CML website, and all the existing bookmarks you may use for the Handbook will still work. In due course, this may change, but we will ensure you are notified well in advance.

- I have bookmarked the Handbook on my web browser. Will the bookmark still work?

Yes, Website URLs and bookmarked links relating to the Handbook will continue to work as normal.

- Can I still make changes to my Part 2 section as normal, after CML is superseded by UKF?

Yes, you can still make changes as normal.

- What are the continuity plans for when the CML website becomes inactive and the Handbook is hosted on the UK Finance site, to ensure that the Handbook is available at all times?

This will not happen in the near future, but when it does we will ensure that redirection is clear and effective.

- Once the CML website is superseded by the UK Finance site, will I still be able to access the Handbook from the UK Finance Website?

Yes, you will be able to access the Handbook from the UK Finance website, but this is unlikely to be in the very near future.

- If I am instructed under the terms of the Handbook before July, but the transaction has not completed by the time the Handbook moves under UK Finance's remit, will this have an impact on the transaction? Will I, for example, need to seek confirmation of any new instructions?

There should be no impact on transactions completing during the transition from CML to UK Finance, nor any need to seek confirmation of new instructions. As ever, you should check that you are working to the current version of the Handbook, including the relevant Part 2.

- I have links to the Handbook in internal documents/case management systems. Will these still work or will I have to re-input new links?

These links will still work.

- I won't be able to change references to the CML Lenders' Handbook in internal documents and/or systems before CML is superseded by UK Finance. Is there a work-around planned?

That doesn't matter. The CML website will advise that any references which refer to the CML Lenders' Handbook will be deemed to mean the UK Finance Mortgage Lenders' Handbook.

- Will UK Finance's role be the same as the CML's in maintaining the Handbook?

Yes.