

## Referral Fees

We want our customers and clients to know that there are certain partners whom we work with that we receive fees from for referrals. These are as follows:

### **Mortgage referrals:**

Our mortgage partners pay us a referral fee upon successful completion of any cases they write that have been referred by us. The fee amount varies depending on the individual mortgage and protection case, however, the average fee received by Alexander & Co is £342 per referral (based on the total amount received for referrals across all offices in 2020).

### **Conveyancing referrals:**

For referrals to our recommended conveyancing firms, the average referral fee is £200 per referral (based on the total amount received for referrals across all offices in 2020).

### **Referrals for tenants:**

Zero Deposit Guarantee: we receive an average fee of £33 per policy (based on figures from 2020).

Oh Goodlord Ltd T/A Goodlord: we receive £20 per utility switch completed by a tenant.

### **Referrals for landlords:**

Oh Goodlord Ltd T/A Goodlord: we receive commission of £8.33 per rent and legal policy taken out by a landlord. This covers the administration, management and claim process of policies (based on total amounts received for referrals across all offices in 2020).

Zero Deposit Guarantee: we receive an average fee of £33 per policy (based on figures from 2020.)

Contractors (including EPC and reference providers): the amount we receive varies depending on the contractor, however, the average fee is £13 per referral, based on total referrals from 2020.