Mortgage & Protection Team Referral FAQs

Mortgage

Referral Fees

How much is the referral fee?
The referral fee is either 50% or 10% of the procuration fee received from the lender, net of the L&G Mortgage Club deduction. The percentage you receive depends on the referral route you choose. Please refer to the **Remuneration Schedule** and **Adviser Referral Document** for full details.

When is the fee paid?
Fees are paid once TPWM has received the procuration fee from L&G Mortgage Club. Depending on the lender, this may take up to six weeks following completion.

Referral Process

How do I refer a case?
Email the case details to **mortgages@tpllp.com**, following the process outlined in the **Adviser Referral Document**.

How quickly will you contact my client?
We aim to contact your client within four working hours of referral, unless you specify otherwise.

Do I need to complete a fact find?
No. The M&P team will complete the fact find.

Can I refer a case I have already attempted to place?
No. We can only accept new cases where no mortgage advice has been provided.

Eligible Case Types
Cases we can accept:

- Residential purchase or remortgage
- Buy-to-Let (BTL) purchase or remortgage
- Limited Company BTL purchase or remortgage
- Credit-impaired cases

Cases we cannot accept:

- Equity Release / Lifetime Mortgages
- Commercial Mortgages
- Bridging Loans
- Second Charge Mortgages

(If you require support in these areas, we may be able to connect you with another adviser within the business.)

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Client Relationship and Retention

What happens when the client's deal ends in 2/3/5 years?
The Central M&P team will contact your client ahead of their deal ending to manage any remortgage or new advice needs.

Please note: No referral fee is payable for subsequent transactions. However, we will maintain client engagement under the TP brand to support your ongoing relationship.

Can I handle the remortgage myself when the deal ends?
Yes, you are welcome to process the transaction directly provided you have the right permissions.

Will you share any investment opportunities identified?
Yes. Any investment opportunities identified will be referred back to the original adviser.

Compliance and Documentation

Why do you require a credit file when Compliance doesn't?
A credit report helps ensure appropriate lender selection—particularly as around 29% of UK adults have some form of adverse credit. Links to recommended credit report providers can be found in the **Adviser Referral Document**.

Can advisers work face-to-face with clients?
Yes. Clients are welcome to attend meetings at our Newcastle office, or we can arrange appointments via Teams or telephone, depending on their preference.

Additional Information

Do you charge a client fee?
No, we do not charge client fees.

How many lenders are on your panel?
We operate on a whole-of-market basis via the L&G Mortgage Club.

Can you manage multiple mortgages for one client?
Yes, we can manage all of a client's mortgages and you will receive a referral payment for each one that qualifies.

Who is responsible for providing the advice?
The central M&P Team is responsible for all advice delivered to your clients.

What experience does the team have?
Our advisers are fully qualified (including **CeMAP** and **RO5**) and have extensive experience from major UK mortgage brokers, estate agencies, and banks/building societies.

Protection Referrals

How much is the referral fee for protection cases?
The referral fee is either 50% or 10% of the commission received from the provider. The percentage you receive depends on the referral route you choose. Please refer to the **Remuneration Schedule** and **Adviser Referral Document** for full details.

Which protection cases can I refer?

- Term Assurance
- Income Protection
- Family Income Benefit (FIB)
- Business Protection

Which protection cases can't I refer?
We cannot accept cases involving Inheritance Tax (IHT) mitigation or IHT liability cover, such as Gift Inter Vivos or Whole of Life policies linked to IHT planning.

Can I refer a standalone protection case (without a mortgage)?
Yes, as long as it meets the above eligibility criteria.

How is commission paid?
Commission is paid as a lump sum (not on a drip basis).

How are clawbacks handled?
Any clawback received will be shared equally in the same way the case was paid. For example, if the case was paid as a 90/10% split you would receive 10% of the clawback. If it was paid 50/50% you would receive 50%.

When is the protection referral fee paid?
Fees are paid once TPWM receives commission from the provider—this may take up to six weeks following the policy being placed on risk.

How quickly will you contact protection clients?
We aim to contact your client within four working hours, unless otherwise specified.

Can you assist clients with medical conditions?
Yes. We will first attempt to place the case with our panel providers. If this is not possible, we will explore off-panel solutions.

Can I refer a protection case I've already attempted to place?
No. Only new cases that have not yet received advice can be accepted.

Who is responsible for providing protection advice?
The central M&P Team is responsible for all advice given to your clients.

Will you share any investment opportunities identified?
Yes. Any investment opportunities identified will be referred back to the original adviser.