

## Welcome to STARS

A remortgage conveyancing tracking system to keep you up-to-date.

If you are using one of our panel law firms, you will have access to our Servicer Tracking and Reporting System (STARS).

It is an easy to use system that is designed to help you:

- keep up-to-date with the progress of your client's remortgage application;
- look at individual cases and their current status; and
- see the contact details of the law firm handling your client's remortgage and any notes the law firm have added.

### Logging in

To access STARS, simply go to the Log In on [www.santanderforintermediaries.co.uk](http://www.santanderforintermediaries.co.uk)

Your Log In is your Santander introducer code and a password.

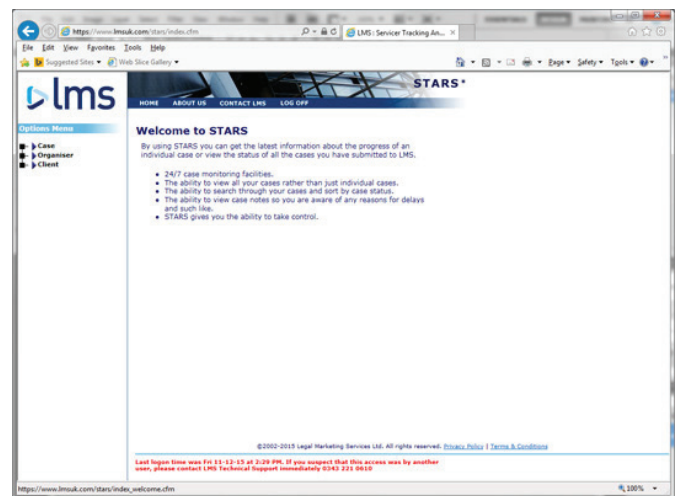
This code must be in upper case and must not contain any spaces. For example PUVG123456789

The first time you log on you will also need to use this code as your password. You will then be prompted to choose a new password. Please note this is case sensitive.

If you do not know your introducer code or password, please phone the helpdesk on **0343 221 0610** or email [support@lms.com](mailto:support@lms.com) listing your company name.

### Using STARS

The first page will provide you with an overview as shown on the diagram shown below:



The options down the left hand side are your navigation controls, these include:

#### Case

You can drill down further to view cases. This will enable you to view a particular case and find out its progress, which law firm is dealing with it and what the next steps are.

#### Organiser

Use this functionality to manage your own details including your password to your personal details.

#### Client

Further details about the client, property being remortgaged and a correspondence address if different.

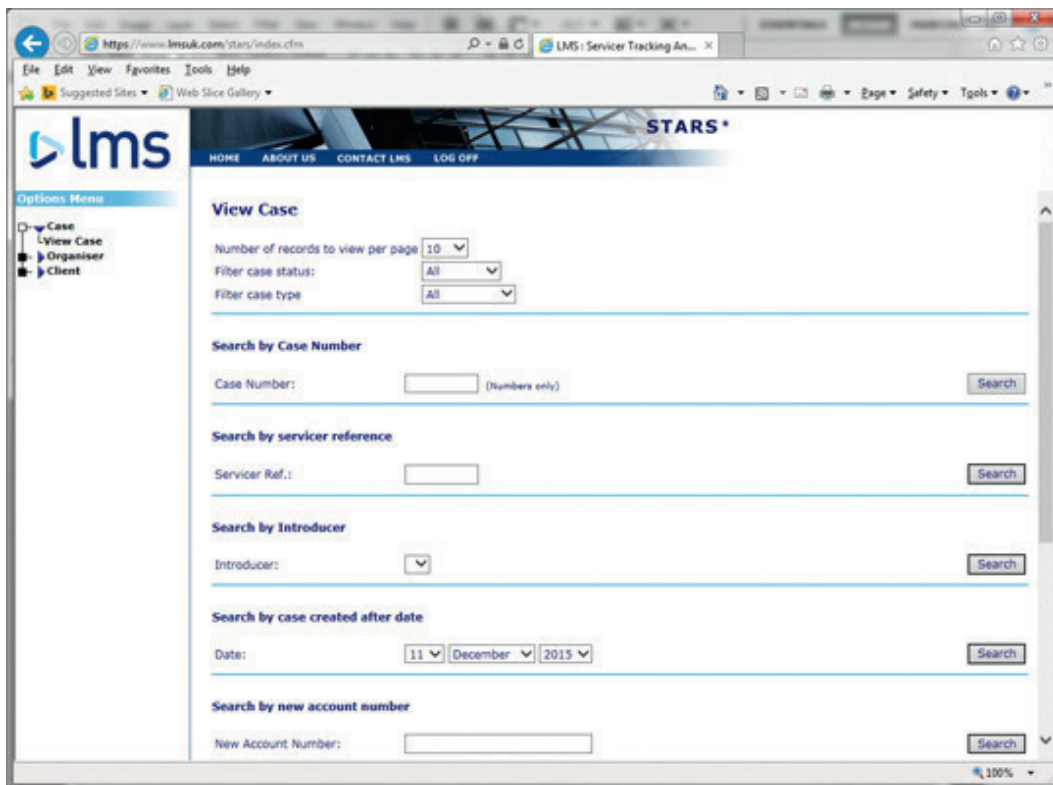


**Santander**  
For Intermediaries

### Looking for a case

You will be able to search for specific cases in a number of different ways. The most common ways to look for cases are by entering:

- the case number – this will be on the original email from LMS;
- the property address – you only need to enter the postcode of the conveyed property you are looking for.

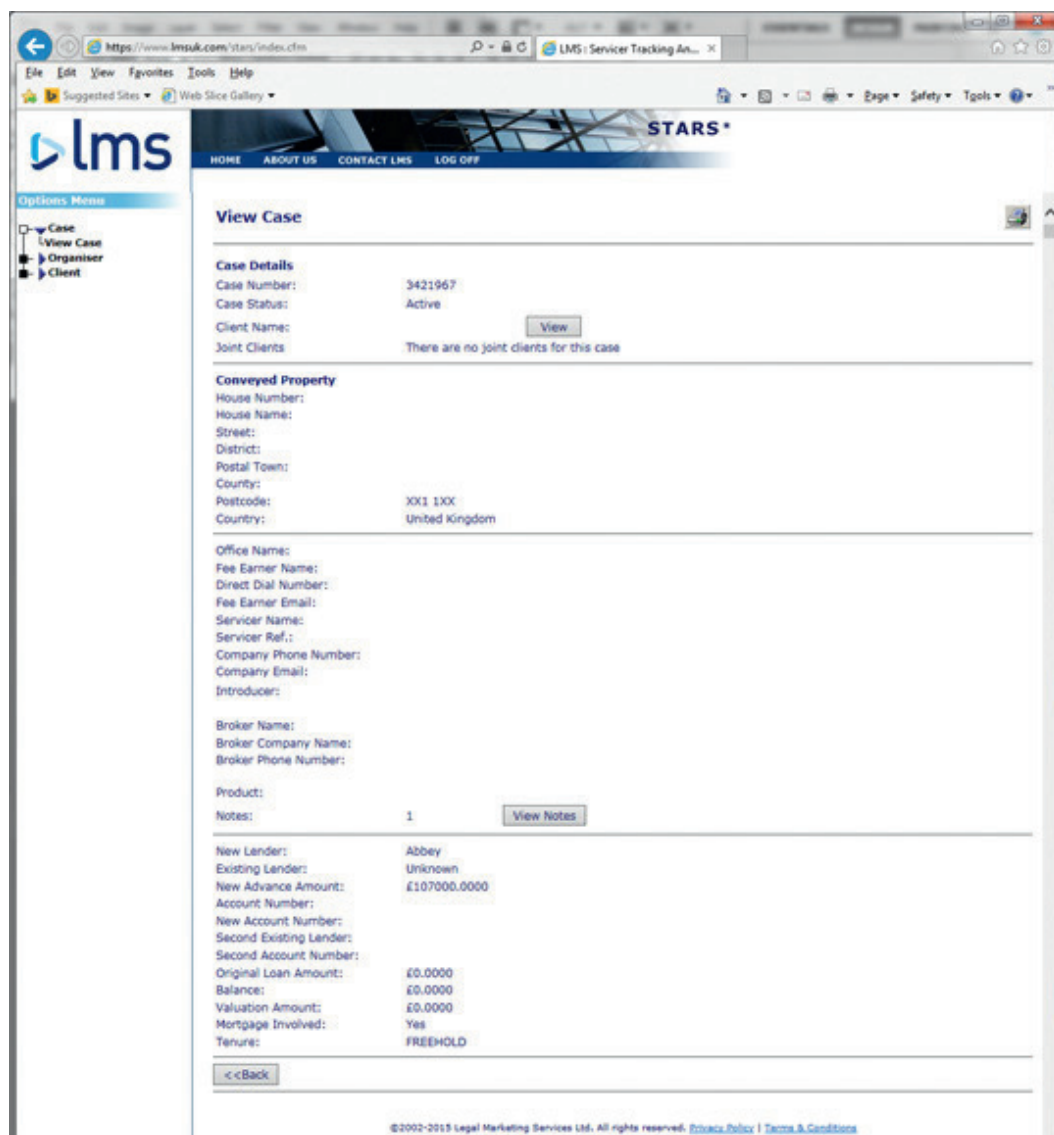


Alternatively, use this functionality to view all the cases you have instructed in a particular year, via the 'Search by case created after date' field. If you change the date back to 1 September 2008, you will be able to see all cases assigned to you up until today's date.

Please note you will only be able to see cases that are assigned to your particular account.

### The status of a case

You can now find out the details of that particular case or property. The information will be displayed as shown below.



Under case details, you will have available all the information you need. This includes:

- case number;
- client contact details;
- property address being remortgaged;
- allocated law firm and their details;
- your details; and
- progress of the case by the law firm.

You will also be able to view any notes that the law firm have added and so will be able to keep up-to-date with the status of each case.

### Contact LMS

To find out any further information or to speak to LMS, please contact the Customer Services Team on **0345 075 7424** or email **santander@lms.com**

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Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit [santander.co.uk/alternativeformats](https://www.santander.co.uk/alternativeformats) for more information, ask us in branch or give us a call.

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