

# Welcome to STARS

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

If you're using one of our panel law firms, you'll have access to our Service Tracking and Reporting System (STARS).

It's an easy-to-use system that helps you:

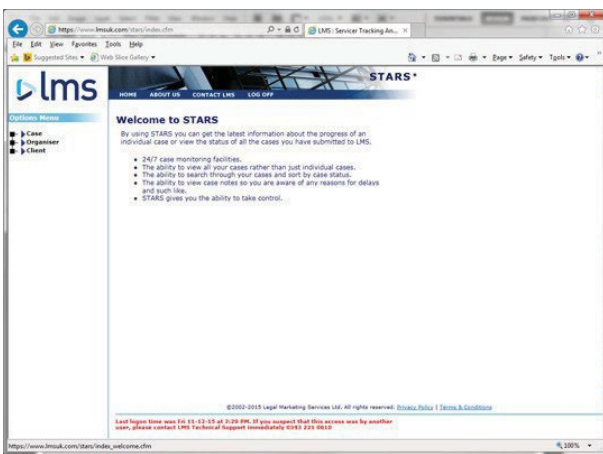
- keep up to date with the progress of your client's remortgage application,
- look at individual cases and their current status, and
- see the contact details of the law firm handling your client's remortgage. Plus, any notes the law firm have added.

## Logging in

Access STARS on our [website](#) > Submit and track business > Tracking an application.

## Using STARS

The first page will show you an overview.



The options down the left-hand side include:

### Case

This will let you view a case and check its progress, which law firm is dealing with it and what the next steps are.

### Organiser

Use this to manage your own details, including your password.

### Client

You can find further details about your client, the property being remortgaged and a correspondence address if it's different.

Use your introducer code and password to log on.

This code must be in upper case and mustn't contain any spaces. For example, PUVG123456789

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

If you don't know your introducer code or password, please phone the STARS helpdesk on **0343 221 0610** or email [helpdesk@lms.com](mailto:helpdesk@lms.com) stating your company name.

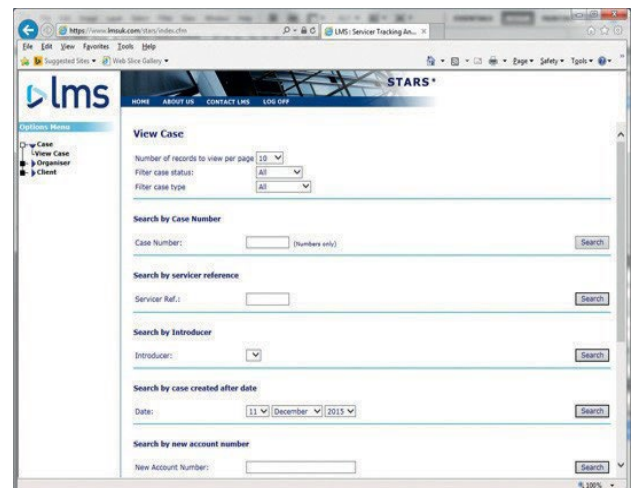
## Looking for a case

You'll be able to search for specific cases in a few different ways. The most common way is by entering:

- the case number – this will be on the original email from LMS, or
- the property address – you only need to enter the postcode of the property you're looking for.

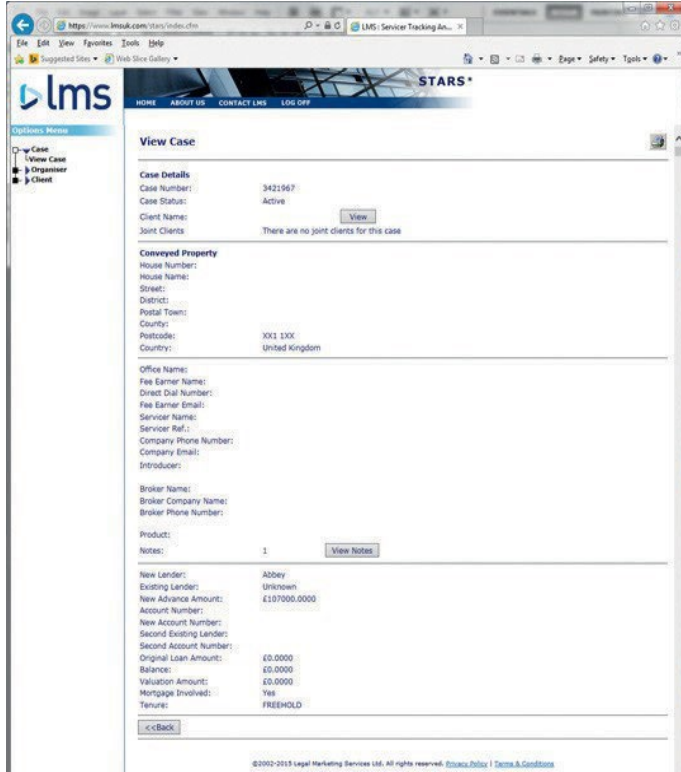
Or use this to view all the cases you've instructed in a particular year, using the 'Search by case created after date' field. If you change the date back to 1 September 2008, you'll be able to see all cases assigned to you up until today's date.

Please note, you'll only be able to see cases that are assigned to your account.



## The status of a case

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



Under case details, you'll have 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'll also be able to view any notes that the law firm has added and so you can 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](mailto:santander@lms.com)

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](http://santander.co.uk/alternativeformats) for more information, ask us in branch or call us.

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