

Service Level Agreements

The service we provide is our commitment to you and your clients.

We're currently operating within the following SLAs for mortgage applications.

Decision in Principle assessment Assessment of Decision in Principle applications	2 working days
Underwriter assessment Following receipt of all required documents	6 working days
Case update emails Response to case update enquiries	1 working day
Valuations Assessment of valuation reports	2 working days
New business enquiry emails Response to new business enquiries	24 hours
Completions Assessment of completions	2 working days
Solicitors' emails Response to solicitors' correspondence	24 hours



brokerenquiries@chorleybs.co.uk



01257 235001



broker.chorleybs.co.uk

Head Office address: Key House, Foxhole Road, Chorley, PR7 1NZ | 01257 235001 | chorley@chorleybs.co.uk | www.chorleybs.co.uk

Chorley Building Society is the trading name of The Chorley and District Building Society. The Chorley and District Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority with the Firm Reference Number: 206023.

You can check this on the Financial Services Register at <http://register.fca.org.uk>. Our registered Office is at Key House, Foxhole Road, Chorley, PR7 1NZ.