

## poweredbypie provides an efficient, secure payment option for searches for Comptons Solicitors

Comptons is an innovative, award winning and well established firm of solicitors situated near Regent's Park in north west London. Set up in 1987, the firm originally dealt almost exclusively with property investment, development and dealing companies. However, over the years it expanded and now undertakes high quality property work notably lease renewal and enfranchisement, residential conveyancing, property litigation and commercial property.

Lisa Nobel joined the residential conveyancing team at Comptons in 2014 and was made a Partner in May 2019. Lisa Nobel explains: "We have used poweredbypie's search ordering system for a number of years now. As well as ordering searches efficiently on behalf of our clients, moving over to poweredbypie meant we could take advantage of the company's Funds to Collect service. This enables us to instruct poweredbypie to collect funds for searches directly from our clients, providing they have agreed we can supply their contact details according to GDPR regulations.

"Our clients are sent an email which details the searches which need to be ordered, with a brief description and a confirmation that a member of the poweredbypie team will contact them to take payment shortly. Poweredbypie then gets in-touch with the client within two hours to take payment directly, by either credit, debit or bank transfer. On receipt of payment, the searches are then ordered. It's a very simple system that works!

"Last year the Law Society ruled that if solicitors collected funds for searches and reported on the content of the findings, they would need to charge clients VAT. As the search companies already charge VAT, clients were potentially going to get a 'double hit of VAT'. However, by using poweredbypie's Funds to Collect service we are removed as the paying party and so this saves our clients this additional cost.

"As well as offering better value for our clients, the Funds to Collect service also means less admin for our staff here at Comptons. We currently have a team of five solicitors and four assistants all using the poweredbypie search platform and Funds to Collect. We process around 35-40 searches per month through poweredbypie's Funds to Collect service. The time saved soon adds up!

"The system itself is a 'doddle' to use. Everyone was trained at the outset by poweredbypie's experienced staff and we have a dedicated support email if we have any questions and we can get help with more complicated orders too. We would be happy to recommend poweredbypie's searches and the Funds to Collect service 'all day long'."

The Funds to Collect service is available to poweredbypie's clients using our online search ordering platform. It also includes a Search Fee Guarantee. With this in place, if the transaction falls through, the customer is protected and can transfer the fees to purchase searches on a replacement property within six months.

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As well as enabling law firms to provide a better service, The Funds to Collect service offers the safest way to handle money too. It enables the 'Know your Customer' information to be run against credit card details as well as an electronic AML to be carried out.

With a recent customer focus group revealing that on average it can take up to 21 days to receive payment for searches, the Funds to Collect service from poweredbypie is a must have for any conveyancing firm.

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