



Lloyd Davies, Managing Director

Welcome to the Convey Law Annual Newsletter 2018.

What another incredible 12 months!

Being voted Best Welsh Business and winning the National Chamber of Commerce Award for Outstanding Commitment to People Development was very special.

We won a National Award for exceptional client service at the ESTAS Conveyancing awards this year and our use of innovative technology was recognised at the Modern Law Awards.

We continue to look at how we can revolutionise the conveyancing process. We made history by undertaking the first electronic exchange of contracts with digital signatures in May 2017. We also became the first legal practice in November 2017 to use the Conveyancing Association's Completion Day Procedure – transferring funds the day before completion to ensure that our clients could pick up the keys to their property on time on Completion Day!

We have torn down the walls of our offices, ensuring that our 40 new members of staff have the very best facilities to provide excellent client service.

Our charity fundraising reached new heights this year, with over £500,000.00 raised through our Conveyancing Foundation.

We very much hope you enjoy reading this newsletter. Good luck in winning a bottle of Champagne by spotting Colin the Pig!

Yours Sincerely,

Lloyd Davies
Managing Director at Convey Law



Contents

- 01 Making Moving Easier
- 02 Electronic Signature Exchange
- 03 Welsh Business Awards
- 05 The Conveyancing Association
- 06 Projected Exchanges
- 07 ESTAS Awards
- 08 Age is No Barrier
- 09 Tearing Down the Walls
- 10 Top 100 Companies to Work For
- 11 The Conveyancing Academy
- 12 Cyber Safe
- 13 100 Employees
- 14 Recent Fundraising Events

Contact Us

Convey Law
Maxwell Chambers
34-38 Stow Hill
Newport
NP20 1JE

www.conveylaw.com

REVOLUTIONARY CONVEYANCING

Making Moving Easier

Many of our clients encounter significant time delays on the day of completion when moving house. These delays are inevitably caused by the delay of receipt of completion funds between the various legal practices involved in a property transaction.

In November 2017, Convey Law facilitated the first ever completion under the new Conveyancing Association Code for Completion. The code ensures that funds are transferred to the seller's conveyancer the working day before the completion date, rather than on the day, allowing for completion to take place at the contractual time and avoiding delays.

Lloyd Davies, Operations Director of the Conveyancing Association and Managing Director of Convey Law, commented: "We are delighted to have been involved with the first completion of this kind. We are confident that this new Code for Completion will revolutionise and de-stress the house moving process for many of our clients in the years to come."



Lloyd Davies

You could WIN a FREE bottle of champagne!

Somewhere in this newsletter we've hidden a small silver piggy bank called 'Colin' (just like the one below).

Spot the wee little piggy and you could WIN a FREE bottle of champagne, delivered to you doorstep. The first correct email entry to arrive is the winner. The race is now on - have a good look through and get Colin spotting.

Good Luck!

Email your guess to:

cwilliams@conveylaw.com

In our last issue, Colin was flying in the rainbow run picture on Page 8 of the newsletter.



"Overall the service I received was excellent. I was most impressed with the continual updates and the ease I was able to contact and speak directly to Fern. I would recommend your services in a heartbeat, Fern made the whole process from the beginning to the end feel very easy and very much stress free."

Miss Jones

"Excellent service! I will be recommending to all! Cheryl Head was first class in her level of service, I can't thank her enough for all her help."

Mr Simpson

The First Ever Electronic Signature Exchange of Contracts!

On Thursday 6th April 2017 at 3pm Convey Law made history. We facilitated the first ever electronic e-signature exchange of contracts for a residential property transaction in the UK.

Our Conveyancers and our clients used the Bonafidee e-signature facility to sign their contract for both the sale and purchase element of their transactions. The system allows both Lawyers to upload the agreed contract onto an electronic platform which is then sent to the seller and the purchaser clients for them to sign electronically.

The Bonafidee system provides confirmation that the document has been read and signed with an electronic code substituting the need for a signature.

Armed with both parts of the contract, Convey Law Conveyancers Josh Grey and Bethany Summers made history and exchanged contracts electronically at our offices at Convey Law.

Legal Director at Convey Law, Gareth Richards, commented: "This is definitely a significant step in the right direction in relation to e-conveyancing and we are delighted to have been a part of this Conveyancing Association initiative in revolutionising the conveyancing process."



WIN A BOTTLE OF CHAMPAGNE ON YOUR
1ST...10TH & 50TH
INSTRUCTION
COMPETITION!

conveyLAW
CONVEYANCING
LAWYERS

WE LOOK FORWARD TO
WORKING WITH YOU!

IF YOU REQUIRE ANY ASSISTANCE ON SELLING OUR LEGAL PRODUCTS PLEASE CONTACT
OUR NEW BUSINESS TEAM ON 01633 261781 OR YOUR ALLOCATED CONVEY LAW CONVEYANCER.



Josh Grey, Gareth Richards & Bethany Summers

Winner of Winners! - Welsh Business Awards

Being awarded the “Winner of Winners” award at the Welsh Business Awards, organised by the South Wales Chamber of Commerce was very special.

We also won the “Commitment to Skills and People Development” award and the National Chamber of Commerce Award held at “The Brewery” in London.

Currently we employ over 100 members of staff in Newport - we have expanded by 30% over the last year. The judges were impressed by our innovative approach to business and dedication to staff training, enabling for employees such as paralegals, to progress into fully qualified conveyancers.

Managing Director Lloyd Davies commented:

“Winning these awards and being named the ‘Welsh Business of the Year’ is a huge boost for our business and it also shows the benefits that membership of the Conveyancing Association can bring. Being a part of the CA has helped us to develop best business practice, in conjunction with other leading conveyancing businesses.

In recognising our ‘Commitment to Skills and People Development’ the judges made explicit reference to our work in developing the Conveyancing Academy as the first online conveyancing training portal in the UK, and this was clearly a major part in our success. Convey Law’s use of the Conveyancing Academy courses certainly gives us an edge over competitors in terms of our staff skills, but more importantly, it allows us to achieve our goal to give every individual the opportunity to fulfil their potential.

A supportive culture that encourages training, learning and continuous professional development, coupled with the benefits of the Academy’s structured training programme, has allowed us to achieve significant commercial growth. This has been helped considerably by our membership of the CA and we would urge other conveyancing firms who are not members to consider what the Association can offer their business.”





REVOLUTIONARY CONVEYANCING



At Convey Law we are at the forefront of change within the conveyancing industry.

Our Managing Director, Lloyd Davies, is the Operations Director for the Conveyancing Association, the leading trade body for the conveyancing industry.

The Conveyancing Association is made up of Solicitors and Licensed Conveyancers, who collectively undertake

MODERNISING THE CONVEYANCING PROCESS

www.conveyancingassociation.org.uk



approximately 30% of all residential property transactions in England and Wales. The Association works proactively to improve the conveyancing process and to formulate and implement best practice throughout the industry.



In 2017 the Conveyancing Association issued a formal response to the Government with their recommendations for improving the home buying process, with many of the proposals being piloted right here at Convey Law. Last year, we conducted the first ever e-signature exchange of contracts and the first completion using the CA Code for Completion.



We organised the Conveyancing Association Annual Conference and Dinner which was held at Stamford Bridge on 7th December 2017, with over 300 professionals from the conveyancing industry in attendance. Convey Law MD, Lloyd Davies, gave a presentation on the future of biometric ID verification and digital deeds. Truly revolutionary conveyancing!



Brie Harris & Lloyd Davies

Projected Exchanges are all the Rage!



A Revolutionary Procedure in the Conveyancing Industry

For the past 36 months we have implemented a procedure where we project all of the transactions that will exchange Contracts at the start of a month.

These transactions are proactively worked on throughout the course of the month in order to ensure that they do in fact exchange contracts. All parties are made aware of our objectives, leading to a 95% success rate on everything that we predict exchanging contracts.

This is a revolutionary procedure not presently adopted elsewhere in the conveyancing industry.



Ask Gareth?

Q. What is a 'Help-to-buy ISA'?

A. The help-to-buy ISA is an excellent government funded savings account for first time buyers. The buyer chooses a bank offering the ISA and makes regular deposits into the account and the Government will make a 25% bonus contribution up to a maximum bonus of £3,000.00. The Conveyancer applies for the bonus payment on Exchange of Contracts.

Gareth Richards

Legal Director at Convey Law

REVOLUTIONARY CONVEYANCING



Convey Law Wins at Prestigious ESTAS Awards



In October 2017, Convey Law picked up a National Client Service Award at the first ever ESTAS Conveyancing Awards. The ESTAS is the largest independent customer service feedback and awards scheme in the UK, which recognises the very best in the industry and are focused on actual reviews from genuine clients.

Clients of Convey Law were invited to leave independent reviews with the Awards Body over a period of 10 months our Conveyancers achieved an average rating of 97.6% from over 200 of their clients. To put this into perspective, that means receiving on average 9.76 out of 10 from every client!

Convey Law were awarded the prize by property guru Phil Spencer (from Location, Location, Location). Legal Director, Gareth Richards, commented: "At Convey Law we are very proud of the level of service we provide, and it is always our top priority. To receive recognition from our clients through this award, is very special and is a great reward for the hard work our members of staff undertake on a daily basis."



Convey Law at the ESTAS with Phil Spencer





Cara Chivers & Anita Macklin

18-81

Age is no barrier at Convey Law

Anita Macklin started work at Convey Law in April 2002 and turned 81 in April 2017. Age is no barrier at Convey Law and Anita is still working on tirelessly. Pictured above with Cara Chivers, our 18-year old Office Administrator.

Thank you Anita for your incredible hard work. We all hope that we have your energy, enthusiasm, and enjoyment of working life at 81 years of age!



Phil Edwards, Lloyd Davies & Debbie James

14 Years of Service

Conveyancer Phil Edwards and Director Debbie James celebrate 14 years at Convey Law! Thank you both for your incredible hard work and perseverance over the years!

Tearing Down the Walls

Providing a More Personal Service

Over the course of the last 12 months we have been tearing down the walls at Convey Law in order to provide a more personal service for our clients and introducers of business.



We have transformed the way that we work, with individual Conveyancers with less transactions, providing a more personal service for our clients.

Our Conveyancers enjoy some of the smallest caseloads in the UK, which regularly results in excellent service ratings of over 90% from our clients.

Clients are able to access our Conveyancers through direct dial telephone numbers and email addresses, providing an enhanced personal service, every time.



Convey Law - Top 100 Companies to Work For



In 2015 and 2016 Convey Law was voted “One to Watch” in the Times and Sunday Times Best 100 Companies Awards. In 2016 Convey Law also won a National Chamber of Commerce Award, recognising excellence in skills and people development.

Over the course of the last 36 months we have been awarded the Gold Investors in People accreditation and implemented a series of staff benefits, making Convey Law the employer of first choice in the conveyancing industry in South Wales.



Maxwell Chambers

REVOLUTIONARY CONVEYANCING



The Conveyancing Academy

Over the course of the last 24 months we have developed the Conveyancing Academy to train our staff.

The Conveyancing Academy was acclaimed at the Chamber of Commerce National Awards in October 2016 where Convey Law were named National Winners for Commitment to People Development.

The National Award followed on from the Chamber of Commerce best Welsh Business Award in 2015.

We are now working with the Council for Licensed Conveyancers and the Society for Licensed Conveyancers to achieve Licensed Conveyancer accreditation upon completion of our Paralegal and Trainee Conveyancer Courses.

For additional information in relation to training and development at Convey Law please visit the Recruitment section of the Convey Law website at

www.conveylaw.com



Cyber Fraud - Protecting Our Clients!

We are constantly looking at ways to make the house moving process safer for our clients.

Cyber-crime is on the rise with billions of pounds having been lost to cyber criminals in recent years.

Our new client identity property restriction on purchase transactions is an ideal anti-fraud prevention measure for all of our clients. Coupled with access to the Land Registry Property Alert Service, which informs clients of any dealings with their property throughout their ownership, we are satisfied that new property owners are well protected in relation to identity fraud.

Over 85% of our clients are signing up to the property fraud restriction on purchase transactions!

What is property fraud?

Fraudsters can and do target properties by pretending to be you – the property owner. They can try to sell or mortgage your property, leaving you to deal with the consequences. Property fraud is on the increase. It is important to protect your property.

Reduce the risk of property fraud:

Proof of Identity Restriction

We would recommend that we register a Proof of Identity Restriction on your property at the Land Registry. A Proof of Identity Restriction can help prevent fraudulent activity on your property as a Conveyancer or Solicitor will need to confirm that any application to the Land Registry was made by you, the property owner, protecting you against identity fraud.

Property Alert Service

The Land Registry Property Alert Service enables property owners to monitor activity on up to 10 registered properties in England and Wales. You don't have to own the property, so you could monitor the property of an elderly relative for example.

To sign up to the Property Alert, visit: www.gov.uk/property-alert

Alerts are normally sent by email. You will receive an alert about activity at the Land Registry against the property, i.e. the attempted registration of a mortgage or the attempted sale of the property. Suspicious alerts will sanction your immediate action.



New Business Partnerships

conveyLAW
CONVEYANCING
LAWYERS

Another successful year at Convey Law has seen us work with new introducers of business as well as building on our working relationships with existing partners.

Thank you to our business partners for your support in helping us to secure record instruction numbers and client service levels over the last twelve months.

With market leading timelines, communication and client satisfaction ratings, Convey Law are a safe and client friendly legal service provider for your clients.

Please do not hesitate to contact our new business team about the opportunity to work together.

T: 01633 261781 E: nbt@conveylaw.com



Convey Law Reaches 100 Employees!

40 New Recruits a Year!

We set ourselves the target to recruit 40 new individuals into our environment per year. The majority of the new recruits are both Graduates and Paralegals from many different disciplines. All of our new recruits were inducted to our Conveyancing Academy.

Our Conveyancing Academy online training courses provide training for Regulatory Compliance, Paralegal and Trainee Conveyancer disciplines, allowing us to train our new members of staff quickly and effectively.

Congratulations and welcome to Convey Law. We look forward to working with you and helping you to achieve your career aspirations.



Convey Law Welcomes 40 New Recruits in 2017



Recent Fundraising Events

Over the course of the last 18 months we have taken part in a number of exciting fund raising initiatives and events.

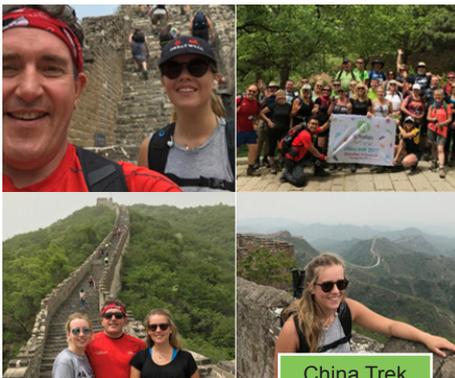
Cardiff to Colchester

In May 2016, we took part in the Cardiff to Colchester cycle ride, helping to raise over £75,000 for Magic Moments which takes terminally ill children and their families on a trip of a lifetime to Disneyland Paris.



UK Three Peaks Challenge

In September 2016, we climbed the UK Three Peaks of Ben Nevis, Scarfell Pike and Snowden in 24 hours and helped raise £50,000 for Children with Cancer UK.



Great Wall of China

In May 2017, Managing Director Lloyd Davies and his daughters Georgia and Jasmine joined a team of trekkers from the Ty Hafan Children's Hospice and helped raise over £75,000 on a 10 day trip climbing the Great Wall of China.

Ty-Hafan Snowdog Trail

At the end of 2017, Convey Law, in conjunction with Monmouth RFC and Schools and Youth Clubs in the greater Monmouthshire and Newport area, took part in the Ty-Hafan Snowdog Trail initiative. Sponsoring 2 Snowdogs and 11 puppies, which were decorated by pupils and youngsters, we helped raise over £25,000 for our favourite charity. The Ty-Hafan Snowdog initiative helped us to achieve a record breaking £300,000 for the charity.





CONVEYANCING FOUNDATION

“Conveyancing for Charity”

www.conveyancingfoundation.org.uk

HELPING CONVEYANCERS RAISE MONEY FOR CHARITY

Over the course of the last seven years our clients have taken part in the Conveyancing Foundation free legal fee competition. The competition gives our clients the opportunity to win £500.00 towards their legal fees, with all surplus funds being donated to our chosen Charities.

We established the Conveyancing Foundation in 2015 in order to allow other Conveyancers to emulate our success. Collectively we have raised over £500,000.00 for our chosen Charities.

All clients have the opportunity to enter into the Conveyancing Foundation Free Legal Fee competition when instructing Convey Law. Thank you to everyone for their wonderful help in supporting these incredible Charities.

Visit the website to learn more about the Free Legal Fee Competition.

Fundraising Total:

£510,014.56



Please visit the website at www.conveyancingfoundation.org.uk