

WARRANTY  
& INSURANCE



# Buildmark warranty and insurance

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Raising Standards. Protecting Homeowners

A guide for conveyancers

# Who is NHBC?

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**NHBC is the UK's leading provider of warranty and insurance for new homes. We work closely with our registered house builders to improve the construction standards of the homes they build, for the benefit of the industry and homeowners.**

As an insurance company regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA), we have a responsibility to ensure that prospective policyholders are aware of the cover they could benefit from before it comes into effect, prior to exchange of contracts.

By working closely with NHBC registered builders and conveyancers, we identify who those customers are and send them important information about their policy, before exchange of contract (or missive in Scotland). Please read on to see what you need to do.

## What is Buildmark?

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**Buildmark is a 10-year policy with builder warranty and insurance cover for newly built and newly converted homes.**

The policy helps protect the policyholder against defined issues with the home or land resulting from the builder becoming insolvent, or from failing to meet the NHBC requirements when building the home.

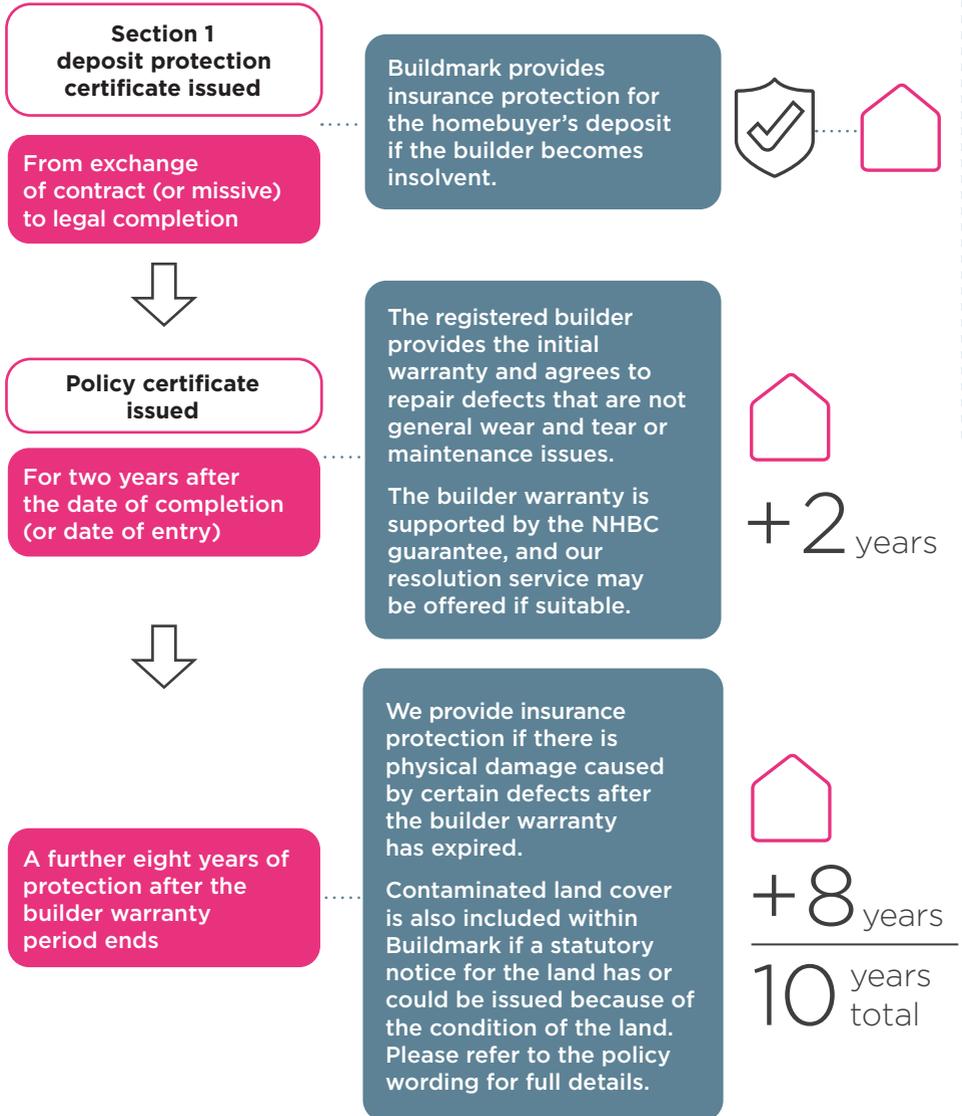
Buildmark provides the purchaser with deposit protection from the date of exchange of contract (or missive) until the date of legal completion, so that the homebuyer's deposit is protected if the builder becomes insolvent.

The deposit protection insurance is followed by a two-year builder warranty period. The homeowner can request our assistance under the Resolution service. If we agree to offer this service and if the builder does not put things right after the resolution service says they should, we will either pay the cost of the necessary work or arrange for it to be carried out. After the builder's warranty period, we provide an eight-year insurance policy against physical damage caused by failure of the builder to build specific parts of the home to NHBC Requirements.

Buildmark is recognised and accepted by all new build mortgage lenders.

# How Buildmark works

The following illustrates how Buildmark typically works when buying a home.



Visit [www.nhbc.co.uk](http://www.nhbc.co.uk)  
or call **0344 633 1000**  
and ask for 'Customer Services'.

# The part you play

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**Whether you are the conveyancer acting on behalf of the builder or the home buyer, you will have a vital role to play in ensuring Buildmark policy information is provided to the purchaser at the key stages of the home-buying process, before exchange of contract (or missive) through to legal completion (or date of entry).**

The NHBC Conveyancing Portal is the online system for conveyancers and solicitors to manage and accept Buildmark cover for clients.

It provides an effective, easy-to-use means for you to capture and pass over key information to ensure the purchaser is aware of the protection provided by Buildmark at the right time in the home-buying process.

To register as a new user you will be taken to a claim case form. You will need to have your client's policy number and activation code to hand as supplied by the builder's conveyancer. Complete the form with the relevant details and click 'request access' to continue.

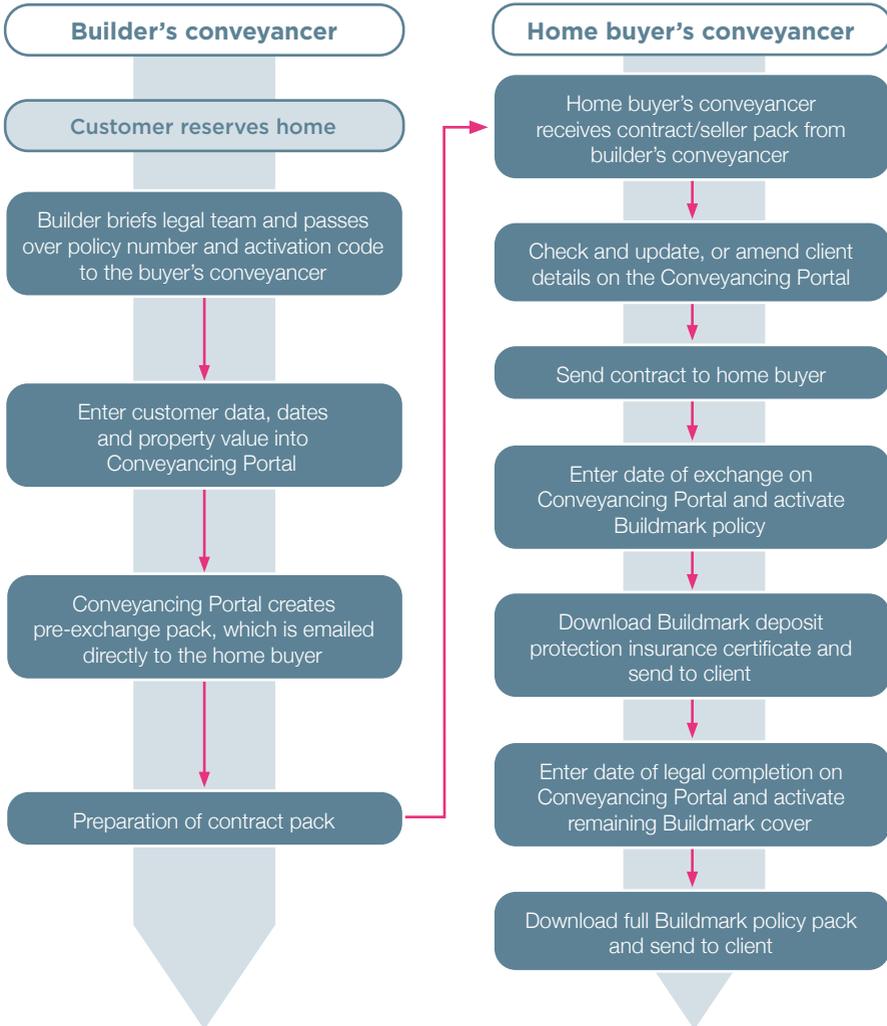
If you are new to the Conveyancing Portal or need further guidance, there are comprehensive user notes in the conveyancing section of our website to help you follow the registration process and activate Buildmark for your clients. Visit <https://www.nhbc.co.uk/homeowners/conveyancing-portal>.

If you need help, please call our team on **0344 633 1000** or email [cpsupport@nhbc.co.uk](mailto:cpsupport@nhbc.co.uk)



# The conveyancing process for Buildmark

The main stages in the process, including how and when you should use the NHBC Conveyancing Portal, are shown in the diagram below:



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# Important things you should know

**For an effective and efficient sale, you should log into the Conveyancing Portal as soon as contract (or missive) papers are received, to check that the builder and development is registered with NHBC and that Buildmark is available.**

By adding the home buyer's details to the Conveyancing Portal, your client will receive instructions about how to access their Buildmark documents.

## What your client should receive and when:

**After reservation, but before exchange of contract (or missive in Scotland):** as soon as we are informed about the purchaser, we will send them a copy of the Buildmark Insurance Product Information Document (IPID) and a personalised pro-forma detailing the cover which may become available to them.

**At exchange of contract (or missive),** the section 1 policy certificate becomes available for you to download from the Conveyancing Portal and pass on to your client. This describes the deposit protection insurance.

**At legal completion (or date of entry),** subject to the home meeting the NHBC Technical Requirements, the certificate for Buildmark warranty and insurance will be available on the Conveyancing Portal for you to download and pass on to your client.

Knowing about deposit protection before exchange of contract (or missive) means the home buyer is aware of the cover provided by Buildmark and how to contact us should they need to.

This will also give you the opportunity to check that the new home buyer's details, along with important dates, are correct and that you and your client have all the policy documents, including details of any limits or endorsements applicable to your client's policy.



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If you need further help, call our team on **0344 633 1000**

(Monday to Friday 8.30am to 5.30pm)

Or email [cpsupport@nhbc.co.uk](mailto:cpsupport@nhbc.co.uk).

If you are new to the Conveyancing Portal or need further guidance, there are comprehensive user notes in the conveyancing section of the NHBC website to help you follow the registration process and activate Buildmark for your clients.

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