

# The risk outlook for Estate Agents

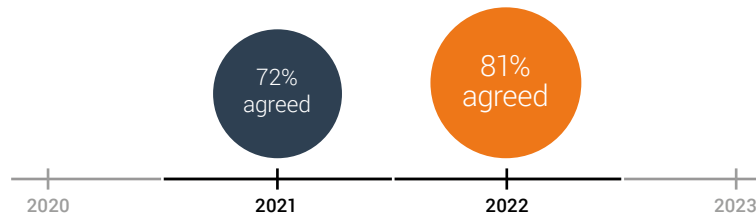
*Risk management is complex,  
but it delivers value*

We asked **100 Senior Estate Agents** in England, Scotland and Wales for their perspective on a number of topics. Risk management is seen as resource-intensive – and increasingly complex.



# ATTITUDES TO MANAGING RISK

*Risk management is a complex area that requires specialist knowledge.*

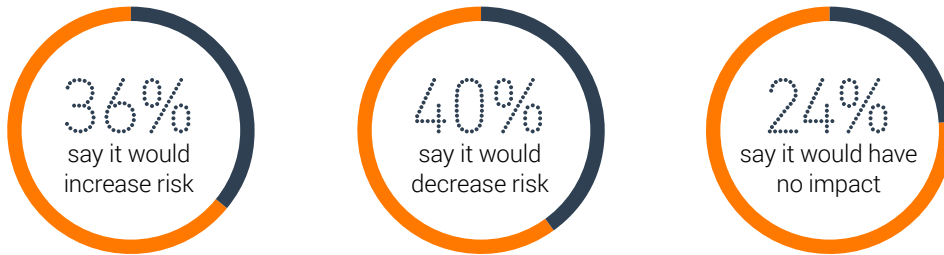


Despite the perceived growing need for specialist risk management knowledge, **53% of Estate Agents told us they cannot afford to recruit staff with AML, fraud or cybersecurity skills.**

## MITIGATING RISK

Our conversations revealed that a quarter (**24%**) of Estate Agents are still conducting manual AML searches, even though **79% agree manual checks and processes are prone to human error.** But there are wide-ranging views on how automation impacts each firm's exposure to risk.

*Would more automation of AML increase OR decrease your firm's exposure to risk?*



## SPOTLIGHT ON TRAINING

*What proportion of your staff receive annual or ongoing training relating to AML, fraud risk and cybersecurity threats?*



There is clearly room for improvement around risk training, even though **61% told us keeping up to date with the very latest threats is difficult.** However, **81% confirmed that their business has a consistent risk management process.**

### Want to know more?

*What's next for Estate Agents?*

Read our latest Property Trends Report [here](#)

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In September 2022, we canvassed the views of Estate Agents, Home Movers, Residential Property Solicitors & Conveyancers and Commercial Real Estate Lawyers right across the country, listening carefully to their opinions.

#### About Landmark

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