

FAQs

Got a question? We're here to answer



Q: How much does Optimus Move cost?

A: If you combine our outsourced compliance and conveyancing service, then it is free. AML only is subject to our standard AML pricing.

Q: What is Outsourced Compliance?

A: It means we conduct the compliance check for you, we call the customer and run the report which is stored in our online system for you to access 24/7.

Q: Who is Outsourced Compliance best for?

A: Any agent who wants to make onboarding clients easier and squeeze pipeline times.

Q: What kind of commitment is needed, if I want to try Optimus Move?

A: None! No contract is required, and there are no setup fees.

Q: How long does it take to get set up?

A: Within 48 hours, we can get you up and running on our systems.

Q: Who do I contact to find out the status of a sale?

A: Our service team will proactively send you updates about your sales and if you have a specific query at any time, you simply email or call our dedicated service team.

Q: How do I get started?

A: Contact us on 0330 0366 802 and we can arrange a meeting to discuss your needs.

Q: What other services can you provide?

A: Our network of RICS-accredited surveyors can provide referral services for level 2 & 3 surveys throughout the United Kingdom. Visit the following website for more information:

<https://www.rics.org/uk/surveyingprofession/what-is-surveying/what-surveyors-do/>

Q: Who are Optimus Move?

A: Optimus Move is part of Landmark Information Group and brings together our estate agent, conveyancing, compliance, and search services into one solution.

Q: I use a local conveyancer, why should I use Optimus Move?

A: We only work with the best firms who want to build a reputation for service excellence in the industry. We check service levels daily across a number of metrics, such as telephone response, query response times and completion times. If we see any dip in performance, we address it immediately. In return, our team is here to make their lives easier working with customers and agents, so conveyancers can just focus on the legal work.