

## Help Available



### The Key



For help relating to:

- Errors and technical support with installation of the Key
- Operation and use of The Key
- Integration with third party applications

Please contact the Key Helpdesk

Tel: 0871 3840194 Option 3 for Download issues and Option 5 for Usage and Technical issues (8.30am to 5.30pm Mon to Fri)

E-Mail: [sales@mortgage-brain.co.uk](mailto:sales@mortgage-brain.co.uk)

For help relating to:

- General installation enquiries for the Key
- Issue of licence keys and individual user access
- The Sesame advice process

Please contact: The Sesame Contact Centre

Tel: 0845 1221515, Option 0 (8.00am to 6.00pm Mon to Fri)

E-mail: [contactcentre@sesame.co.uk](mailto:contactcentre@sesame.co.uk)

Additional support and training material can be found at: [http://www.thekey.uk.com/sesame\\_thekey.aspx](http://www.thekey.uk.com/sesame_thekey.aspx)

### Sesame Mortgage Desk



For help relating to:

- Technical mortgage queries, e.g. overseas mortgage lending, buy-to-lets, self-builds
- Exclusive deals
- Specific lending criteria

Please contact: The Sesame Mortgage Desk

Tel: 0845 1221515, Option 0 (8.00am to 6.00pm Mon to Fri)

E-mail: [mortgagedesk@sesame.co.uk](mailto:mortgagedesk@sesame.co.uk)

### Mortgage Brain



For help relating to:

- Installation of Mortgage Brain software
- Operation and use of Mortgage Brain

Please contact: The Mortgage Brain Helpdesk

Tel: 0871 384 0194 Option 1 for Registration, Option 3 for Download issues, Option 4 for Products and Option 5 for Usage and Technical Issues (8.30am to 5.30pm Mon to Fri)

E-mail: [helpdesk@mortgage-brain.co.uk](mailto:helpdesk@mortgage-brain.co.uk)

Additional support and training material can be found at: <http://www.mortgage-brain.co.uk/support.aspx>

## Mortgage Trading Exchange



For help relating to:

- Installation of Mortgage Trading Exchange software
- Operation and use of Mortgage Trading Exchange

Please contact: The Mortgage Trading Exchange Helpdesk

Tel: 0871 384 0194 Option 2 for Registration, Option 3 for Download issues and Option 5 for Usage and Technical issues (8.30am to 5.30pm Mon to Fri)

E-mail: [helpdesk@mortgagetradingexchange.co.uk](mailto:helpdesk@mortgagetradingexchange.co.uk)

Additional support and training material can be found at: <http://www.mtedirect.co.uk/support.aspx>

## Trigold



For help relating to:

- Installation of Trigold software
- Operation and use of Trigold

Please contact: The Trigold Helpdesk

Tel: 08714 23 24 24 (9am – 5:30pm Mon – Fri)

E-mail: [support@trigold.co.uk](mailto:support@trigold.co.uk)

Additional support and training material can be found at: [www.trigold.co.uk](http://www.trigold.co.uk)

## Exchange



For help relating to:

- Access to Exchange
- Operation and use of Exchange

Please contact: The Exchange helpdesk

Tel: 0845 053 1111 (8am - 6pm, Mon – Fri)

E-mail: [customer.care@exchange.co.uk](mailto:customer.care@exchange.co.uk)

Additional support can be found at: [www.exchange.co.uk](http://www.exchange.co.uk)

## Sesame Insure



For help relating to:

- Access to Sesame Insure
- Operation and use of Sesame Insure

Please contact: The Sesame General Insurance Team

Tel: 08450 451132

Additional support can be found at: [www.sesame.co.uk/insure](http://www.sesame.co.uk/insure)

## Paymentshield



For help relating to:

- Issue of user log-ins
- Operation and use of Paymentshield

Please contact: The Paymentshield Contact Centre

Tel: 0845 0615 100 (8am to 7pm Mon to Fri, 8am to 1pm Sat)

E-mail: [inertiasupport@paymentshield.co.uk](mailto:inertiasupport@paymentshield.co.uk)

Additional support and training material can be found at: <http://www.paymentshield.co.uk>

## eConveyancer



For help relating to:

- Initial registration and existing user log-in queries
- Operation and use of eConveyancer

Please contact: The eConveyancer Helpdesk

Tel: 01844 262392

E-mail: [eConveyancer@utdgroup.com](mailto:eConveyancer@utdgroup.com)

Additional support can be found at: <http://www1.utdgroup.com/legal/mortgagebroker/home.asp>

## Halifax



For help relating to:

- Setting up a Halifax user account
- Operation and use of the Halifax service

Please contact: The Halifax Helpdesk

Tel: 0845 608 0038, Monday-Friday 9am-5pm

E-mail: [POSQueries@HBOSplc.com](mailto:POSQueries@HBOSplc.com)

Additional support and training material can be found at:

The Halifax Website located at <http://www.halifax-intermediaries.co.uk/>