

# Paradigm as your payment route

Putting your mind at ease.

We would like to put your mind at ease by explaining the process of using Paradigm as your payment route and how this will effect your procurement fees being paid to you.

## Application stage

Place your case using Paradigm as your payment route when submitting the application.

Details of how to register with Lenders are available on our website.



**Stage 1**



**Stage 2**



Case completes

All things being well, the case completes.

## Lender pays proc fee

The Lender will then either pay you directly or make a payment to Paradigm for the case.

Timescales for making payment varies between Lenders.

The majority of Lenders now pay Paradigm first. The rest of the information given here assumes payment has been made to Paradigm not direct to you.



**Stage 3**



**Stage 4**



Payment made

You do not need to claim the money - we will automatically make this payment to you via BACs.

If this is your first fee that has come via Paradigm, we will contact you for bank details.

## Email statement

You will receive an email from Paradigm to confirm that a fee(s) has been paid. The email will include key case details to help you reconcile the payment.



**Stage 5**



**Stage 6**



Payment received

BACs payments will generally take 2-3 days to hit your account. If you have any queries or concerns after this, please call 0121 781 7338.

Any override received by Paradigm will automatically be halved and added to your Annual Rebate statement.