



Legal & General Mortgage Support Services

Meet The Team



Hiya I'm Lauren, I'm a sales and support consultant on the MSS team which means my role varies day to day. It can involve helping brokers place cases, welcoming new brokers to the club or liaising with lenders to see what their stance is on difficult cases. I have worked on MSS for nearly three years.



Hi I'm Di, I have been on the team for four years and prior to that worked for three years in the surveying department. I have a wealth of experience having worked in Financial Services for over 30 years in various roles such as Mortgage Advisor, Mortgage Underwriter to Processing Manager, and I am fully CEMAP qualified.



Hi I'm Kim, I started on the mortgage support services team in August 2011, I originally started as an admin assistant and after 12 months of being on the team I trained to be one of the sales & support consultants. I have gained a wealth of knowledge in all aspects of the mortgage industry over the last 6 years, hopefully this experience reflects when speaking to advisors about those quirky, tricky cases.



My name is Sophie and I have worked for Legal & General since 2013. The majority of my time here I have worked within the Survey Distribution Team, part of Legal & general Surveying Services, where I handled valuation queries from lenders and surveying firms. I recently have been seconded to the Mortgage Support Services Team which has proven to be a fantastic opportunity to gain a further understanding of the housing market. I learn something new every day and no day is the same.



Hi I'm Samm, I have worked on Mortgage Support Service Team since the end of October 2014 having previously worked for Legal & General Surveying Services on the PVQ department. Each day on MSS is different to the last as we receive a variety of enquires covering the entire mortgage spectrum meaning that myself and the team are always kept on our toes. In my life before Legal and General I spent 4 years living and working in Paris, as a dancer with a certain Mickey Mouse as my Boss!!



Hi, I'm Stephen F. Mone. I'm currently on secondment in Mortgage Support Services as the token Irishman. My previous role was as an administrator in LGSS's Customer Engagement Team; providing a bespoke survey management service for LGSS's various lenders and business partners. I have had the pleasure of being welcomed under the Legal & General umbrella initially as of November 2016 and finding the fantastic opportunity to learn more and progress with MSS in September 2017. Fun facts about me include that I was part of Ireland's youngest wedding band, I have a degree in Popular Music and I grew up on a Christmas Tree farm!



Hi, I'm Louise. I have worked for MSS for the last 3 years and I can honestly say I have learned something new about the mortgage industry every day. Previous to this I worked for LGSS which has helped me to have a holistic view of surveying and mortgages. I have attended many events/ lender training sessions and got to meet lots of lovely people along the way.



I'm Jodie White and currently manage the Mortgage Support Services team who deal with over 90,000 calls per year and help support over 9,000 advisers. We have over 70 lenders on our panel who venture to Barnsley to visit the team to ensure we are kept up to date on their lending aspirations and propositions. We also work with brokers to support their lender relationships, helping them to understand what to do in challenging situations and introduce them to the right people. We have over 45 key relationships that we contact, educate and troubleshoot for. No two days are the same for me, which is part of the attraction to my role.



Hi, I'm Amy. I'm currently on a secondment in the Mortgage Support Services and have been for a short time. While I have only been on the team for a short while I do have experience with mortgages, particularly the surveying side, as I previously worked with Legal and General Surveying Services on the Post Valuation Queries Team, part of Legal & General Surveying Services, for almost 3 years. Already in such a short space of time I have learnt so much. I can't wait to learn more. Fun facts about me; I achieved a First Class with Honours in my Law Degree