



# Safe Buyer

## How to Use Safe Buyer

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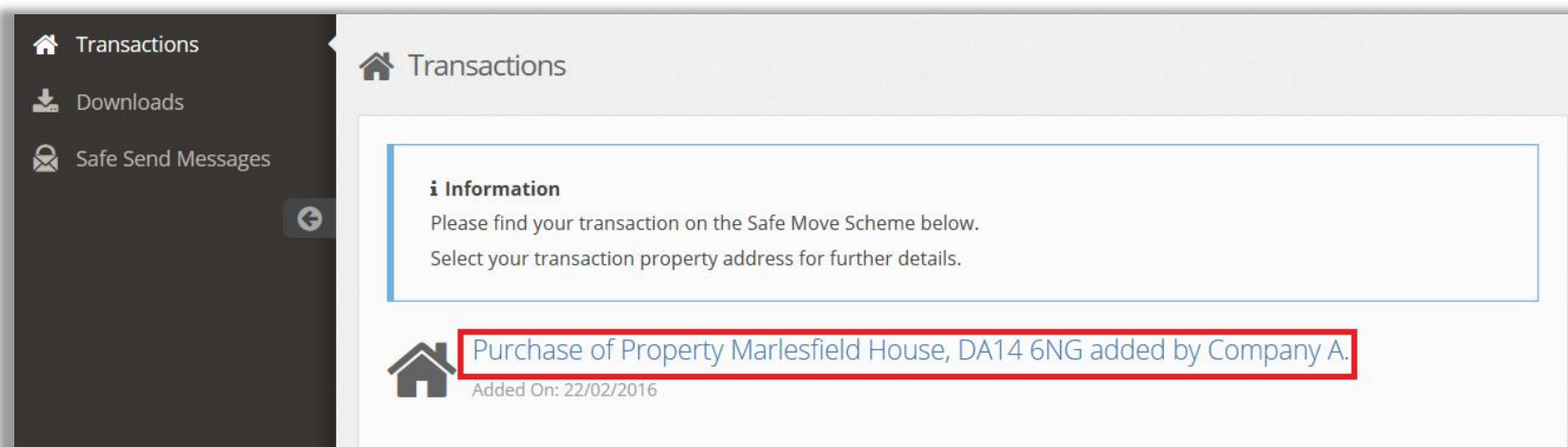
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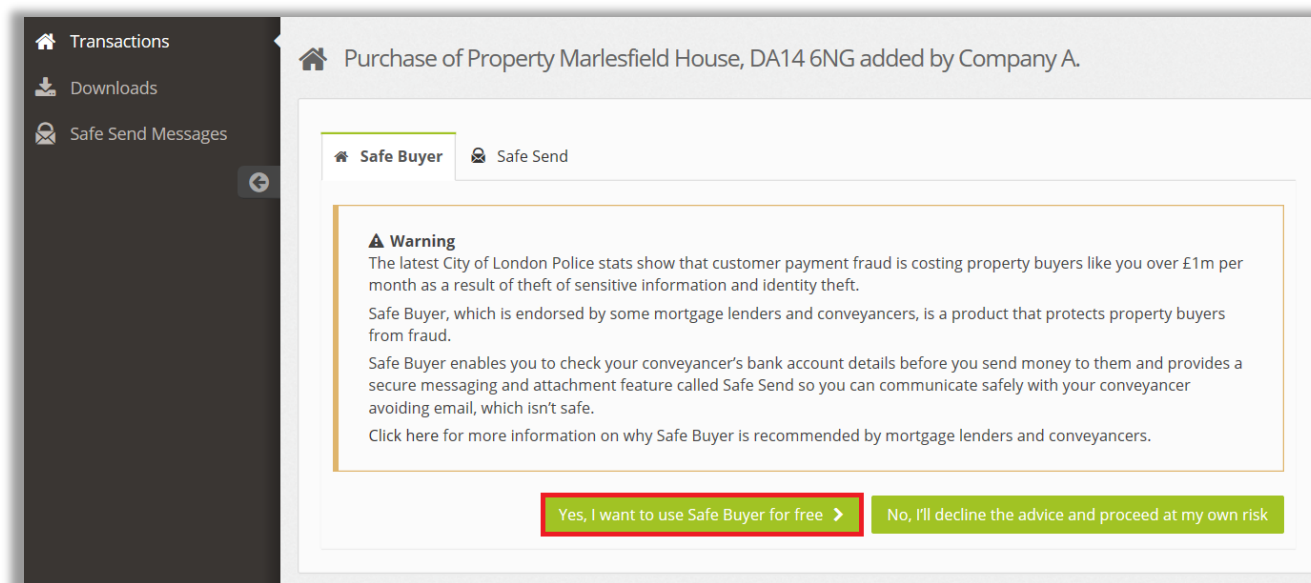
Safe Buyer is a fraud prevention product from the Safe Move Scheme system. This product helps prevent buyers being successfully targeted by cyber criminals.

This product allows the buyer to confirm the bank account details they have been provided are correct.

1. Once the Buyer has logged into the Safe Move Scheme, they will be presented with the Transaction Dashboard. A list of transactions will be presented to the client for them to select their required transaction.



2. When the Buyer is ready to transfer money to the conveyancing Firm they should click on 'Yes, I want to use Safe Buyer for Free' from the **Safe Buyer** tab to begin the process.

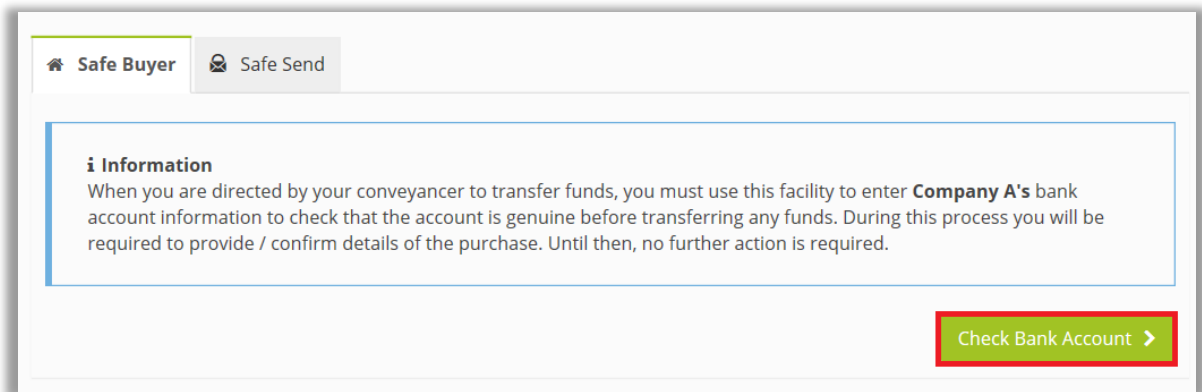
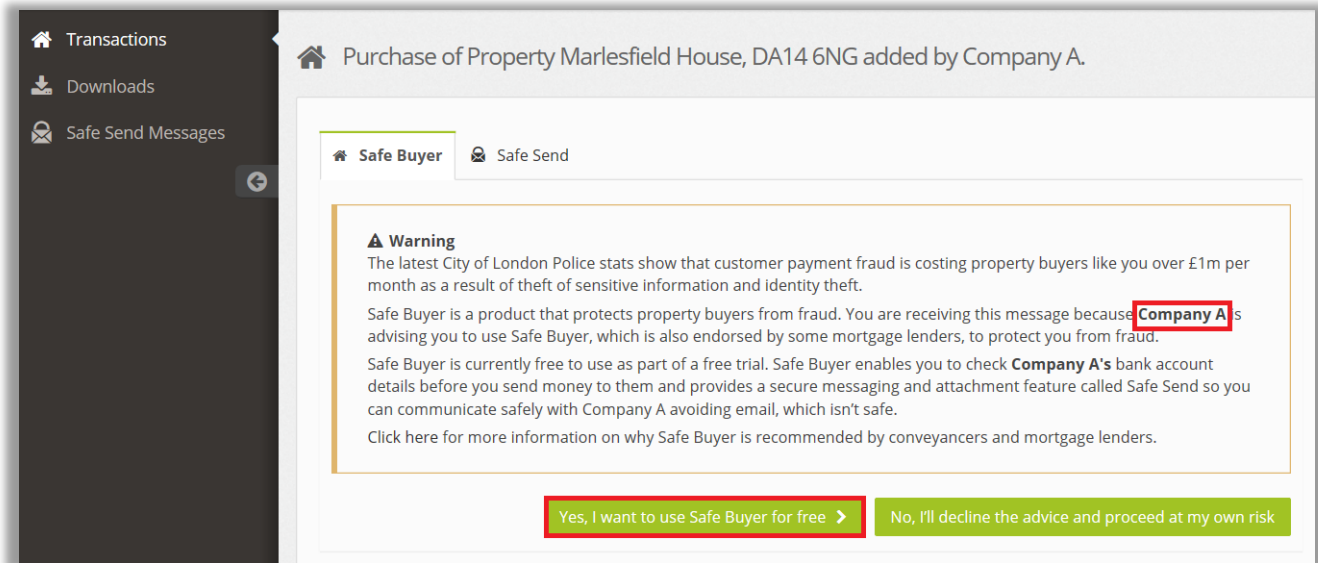


## Using the Safe Buyer Product (cont.)

3. If your firm had selected to advise the Buyer to use the product when the transaction was added, they will be informed that your conveyancing firm advises them to proceed

4. The Buyer selects 'OK' on the Safe Buyer Product message

5. The Buyer will then need to select 'Check Bank Account'.



## Using the Safe Buyer Product (cont.)

To carry out the bank account check the buyer will need to complete 3 steps in order to see the result.

**Step 1** concerns the client's personal details. This step is required for the Primary Buyer, any additional Buyers and Giftors.

**Step 2** is only be available for the **Primary Buyer**, the transaction details will need to be confirmed.

**Step 3** (right) performs the bank account check on the account number and sort code that the Buyer enters, once 'Confirm and Check' has been selected.

When 'Confirm and Check' has been selected the details entered in Step 1 and Step 2 will become **read-only** and will not be editable after the first check is made. Further checks can be made but the user will not be able to edit details in Step 1 or Step 2.

### Confirm Details

Step 1  
Primary Buyer Details

Step 2  
Transaction Address

Step 3  
Bank Account Check

#### Bank Account Check

**i Information**

This part of the Safe Move Scheme confirms whether the bank account details you have been given, to pay money to **Company A**, actually belong to that firm. Please enter the Account Number and Sort Code of the bank account you have received from the above firm.

This system will check whether these bank account details match those validated by the Safe Move Scheme. Please note this system will not perform a transfer of funds.

Company A's Account Number

Company A's Sort Code

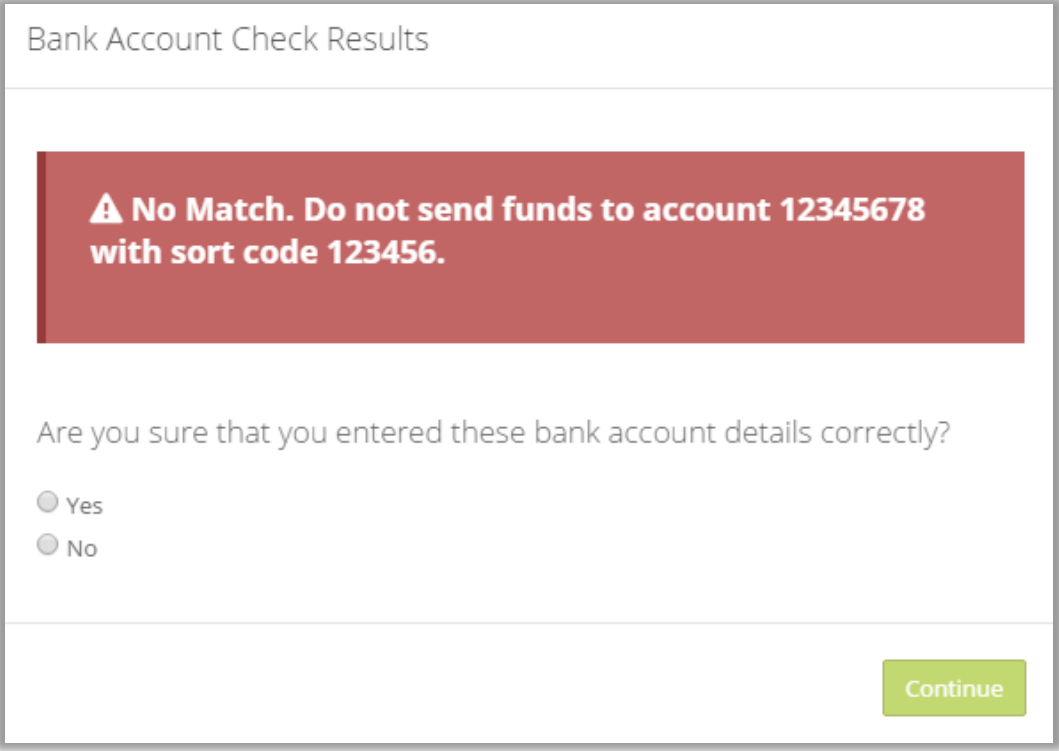
Cancel

< Back

Confirm and Check

On selecting '*Confirm and Check*' the system will perform the necessary checks and display the result. If the bank details entered in Step 3 **do not match** those registered on the SMS then the following screen will appear.

The buyer will be prompted to make sure the entered bank account details are the details which have been supplied, if there has been an error in data entry, the user should select '**No**' to re-enter the bank account details and carry out another check.



Bank Account Check Results

**⚠ No Match. Do not send funds to account 12345678 with sort code 123456.**

Are you sure that you entered these bank account details correctly?

☐ Yes


☐ No

Continue

If the provided details have been entered correctly, the user should select '**Yes**'. The SMS will then display the contact number the buyer should contact the conveyancer on, as it is not a registered bank account on the Safe Move Scheme. Funds should not be transferred to this account.

If the bank details entered in Step 3 **do match** those registered on the SMS then the following screen will appear.

### Bank Account Check Results

 **Match**

The bank account with account number **22222222** and sort code **111111** is registered to **Company A** on the Safe Move Scheme.

Continue



If more than one bank account check has been carried out, a history of any past checks can be viewed under the **Previous Checks** (see below)

Safe Buyer

**Transaction Address:**  
Marlesfield House  
114-116 Main Road  
Sidcup  
DA14 6NG

**Mortgage Lender:**  
None

**Mortgage App. Number:**  
None

**Price:**  
£ 500,000.00

**Primary Buyer's Details:**  

**Date of Birth:**

**Primary Buyer's Home Address:**  
Marlesfield House  
114-116 Main Road  
Sidcup  
DA14 6NG

**Personal Bank Account(s):**

Account Number	Sort Code
11111111	222222

**i Information**  
When you are directed by your conveyancer to transfer funds, you must use this facility to enter **Company A's** bank account information to check that the account is genuine before transferring any funds. During this process you will be required to provide / confirm details of the purchase. Until then, no further action is required.

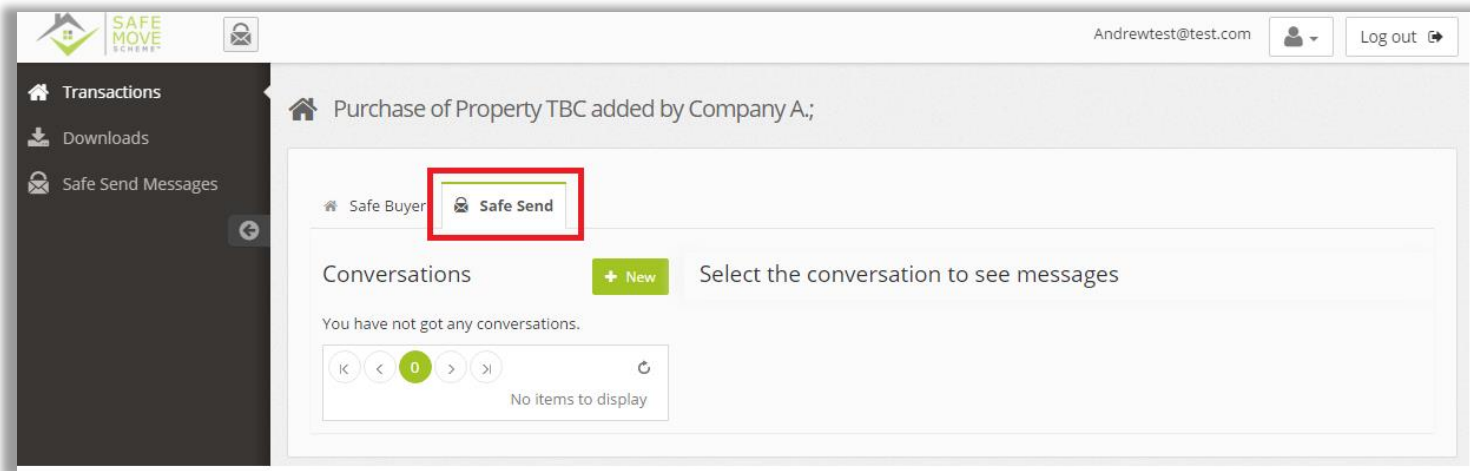
Check Bank Account >

Previous checks:

**✓ Match**  
23/02/2016 12:29:06: The bank account with account number **22222222** and sort code **111111** is registered to **Company A** on the Safe Move Scheme.

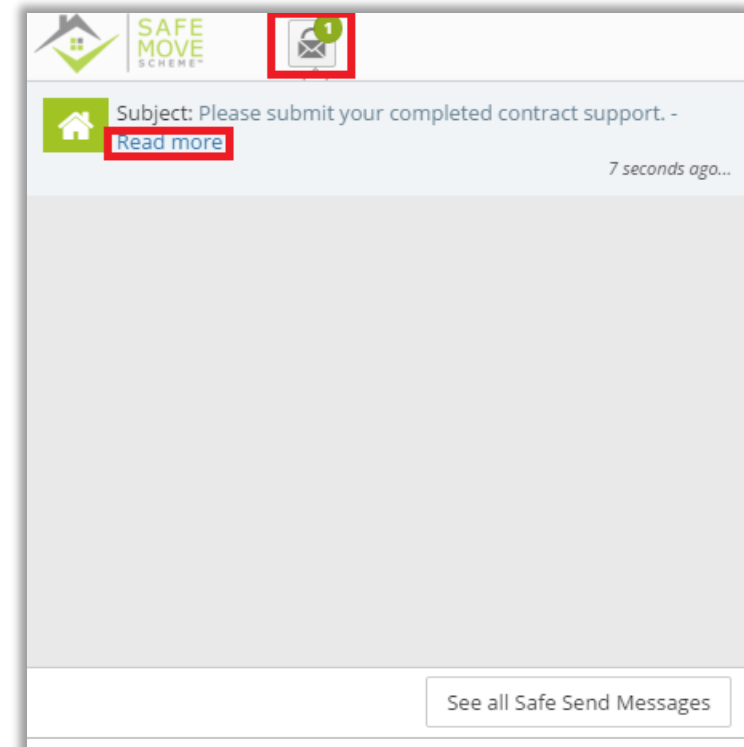
**⚠ No Match. Do not send funds.**  
23/02/2016 12:28:52: The bank account with account number **11111111** and sort code **222222** is not a registered bank account on The Safe Move Scheme. **Please contact Company A immediately on 123456789**

Safe Send is a secure messaging system built in to the Safe Move Scheme, it allows the conveyancer to communicate with the buyer regarding their transactions, through conversations.

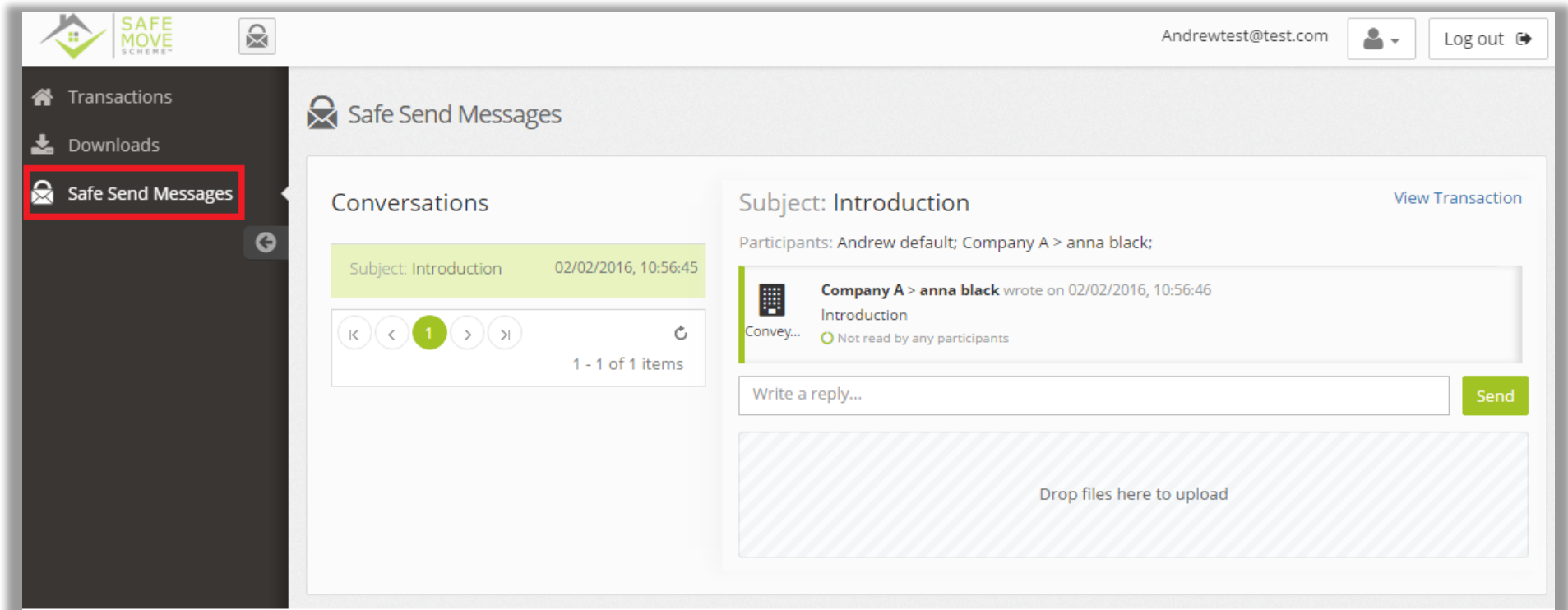


When a new message is received via Safe Send the number of unread messages will increase. This is shown in a green bubble on top of the message icon (top left hand corner). You will also receive an external email alert.

Unread messages appear on the top left hand corner of the page. Selecting 'Read More' will redirect users to the details of the message.



This section will list all the conversations which the buyer is a participant of, select any conversation to view the messages which have been relayed.

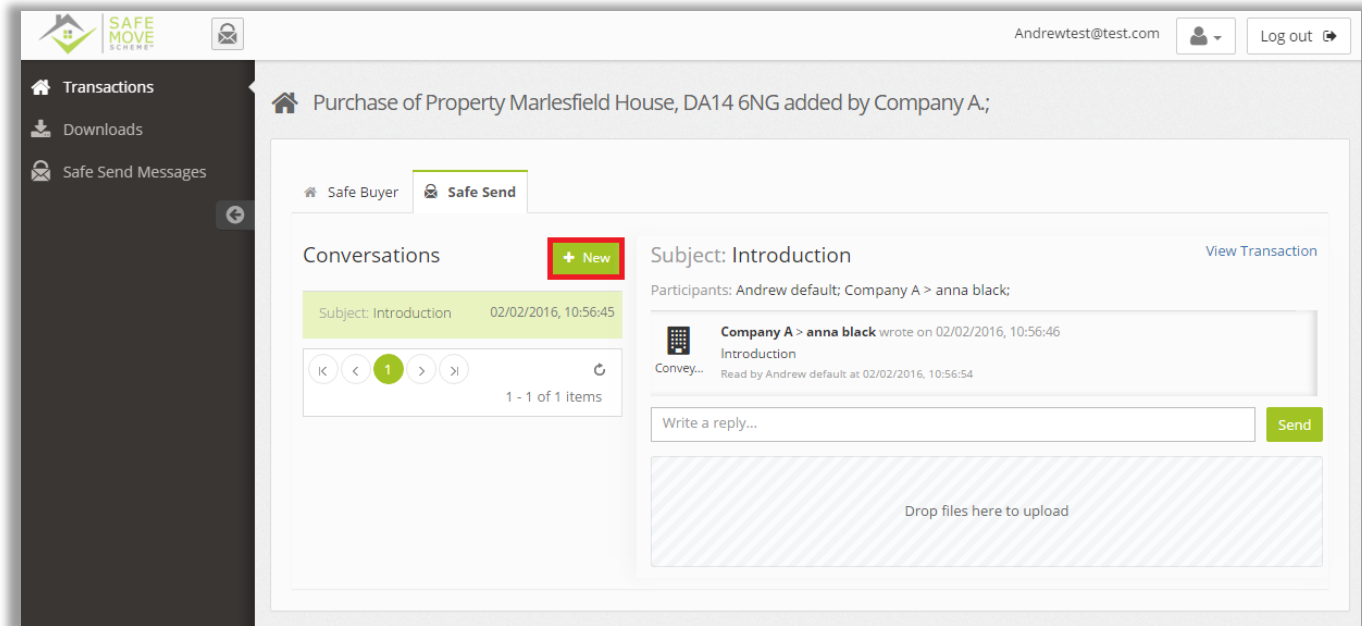


To respond to a message the users must enter a reply and select 'Send'

For the Buyer to receive any Safe Send messages from your Firm or to start a new conversation about their transaction, your Organisation Administrator must have enabled this additional feature (see the Organisation Administrator Guide to the Safe Move Scheme for more details)

### Buyers Starting a New Conversation

1. Select **Transactions** from the left hand side navigation bar
2. The system will display a list of your transactions, select the correct transaction, and from this screen select the **Safe Send** tab.
3. Select 'New' to start composing the conversation.
4. Start typing in the conveyancers **full name** into the **To** field.
5. Once the message is ready, click 'Send'



**Note: The buyer will not be able to start a new Safe Send conversation until the Safe Buyer Product has been accepted for the transaction**