

# SPECIALIST BTL WEBINAR SERIES

## 2020

Webinar No. 4

Tuesday 15th December, 14:00–15:00

### Customer engagement and buy to let summary

The fourth and final webinar in the series focuses on how you can add value to your landlords through providing exceptional service, including how to communicate the raft of new information to both new and existing customers/landlords when asked. This webinar looks into the best ways to keep in touch, some of the requirements being introduced in 2020/21 that they may not be aware of and discusses the importance of ongoing education.

#### Topics include:

- **A summary of the BTL landscape**
- **Helping to remove any confusion for landlords**
- **New legislation and standards coming in over the next 12–18 months**
- **Marketing activity that can be used to promote your service to new and existing customers**

Register now for this free of charge webinar by clicking on the button below or by speaking with your BDC.

[Register Here](#)

22nd December , 14:00–15:00

### **BONUS SESSION: The importance of the correct protection**

In this bonus webinar, Dynamo's Jon Nixon chats with Roger Morris about the importance of protection and how to initiate a valuable discussion with your clients. Providing insights into protecting a client's financial legacy and protecting against the financial difficulties that can arise through illness or even death, find out how to help your clients to achieve total peace of mind and financial security for now and the future.

[Register for bonus session](#)

Free of  
charge

4 x 1 hour  
webinars