ClozeSure

Everything you need to know about your ClozeSure agreement in one place

ClozeSure. We Complete You.

Welcome

You've made one of the smartest moves a seller can make.

By choosing ClozeSure as your safety buyer, you've taken the risk out of one of the most stressful stages of selling a home—between exchange and completion. Now, if your buyer fails to complete, **you're completely protected**.

This short guide tells you what happens next, what we need from you, and what to do if anything goes wrong.

We're delighted to support you through this next critical stage—and we are here for you, even if your buyer isn't.

Firstly, Your ClozeSure Portal

Your ClozeSure portal is very important.

Your personal portal enables you to:

- **Submit** or **update** your property details and dates.
- Tell us if anything changes.
- Cancel your ClozeSure, if no longer needed.
- Trigger your ClozeSure if your buyer fails to complete.

🔗 **customer.clozesure.com**

Bookmark it now—just in case.

What We Need From You

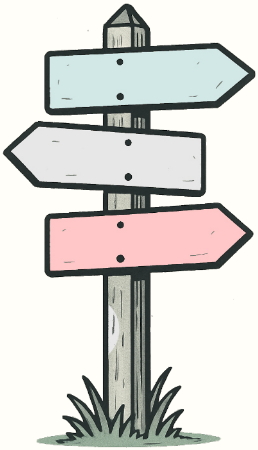
Your ClozeSure guarantee is now live, and will activate on exchange of contracts with your buyer. When that happens it is important that the following details are correct:

- Final exchange and completion dates
- Land Registry Title Number
- Final agreed sale price

These are usually provided during your application process, and appear in your ClozeSure Agreement, but if you need to update them you can do so via your personal ClozeSure Portal prior to exchange of contracts with your buyer. Please be aware, **if we do not receive this information, your guarantee will not be enforceable**.

Tell your solicitor

We'll contact them directly, but it really helps if your solicitor knows you've taken out ClozeSure. A quick heads-up from you will make sure they're prepared and responsive if we need to act.



What Happens Next

Once you have confirmed the details described, your ClozeSure guarantee is live and activated.

Here's how it works:

1. **You exchange contracts**.
2. **We stay on standby**—just in case your buyer defaults.
3. If they do, **we step in on the same day**.

It really is **that** simple.

If Your Buyer Fails to Complete

This is where ClozeSure steps in.

To start the ClozeSure process, go to **customer.clozesure.com** and trigger your guarantee. Only **you** have the ability to trigger the ClozeSure guarantee. Here's what will happen:

1. **Your solicitor** serves the buyer with a 10-day Notice to Complete.
2. **We begin our preparations** immediately behind the scenes.
3. As soon as the 10 days expire, **we'll complete the purchase of your home for 90%** of the agreed sale price.
4. **You'll still receive 100%**—the buyer's deposit covers the rest.

We will make every effort to complete in 10 working days, immediately after the expiry of your Notice to Complete to your buyer, but it is esssential we have the full cooperation of your solicitor. **There's no need to chase us.** Once you notify us via the portal, **we'll take it from there**.

Need Help?

Don’t panic, we’re here whenever you need us. Reach out using:

Email support@clozesure.com

Live chat available at clozesure.com

You can also visit the FAQ page on our website for frequent queries, guidance and updates.

And if you wish to cancel or your sale no longer qualifies?
We make cancelling your guarantee easy if something changes or you change your mind. Just visit customer.clozesure.com and choose the cancel option—you'll receive a full refund.

ClozeSure

clozesure.com

The Property Ombudsman

napb
National Association of Property Buyers