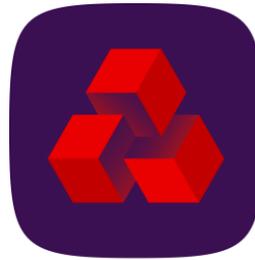


Mortgage Case Tracking

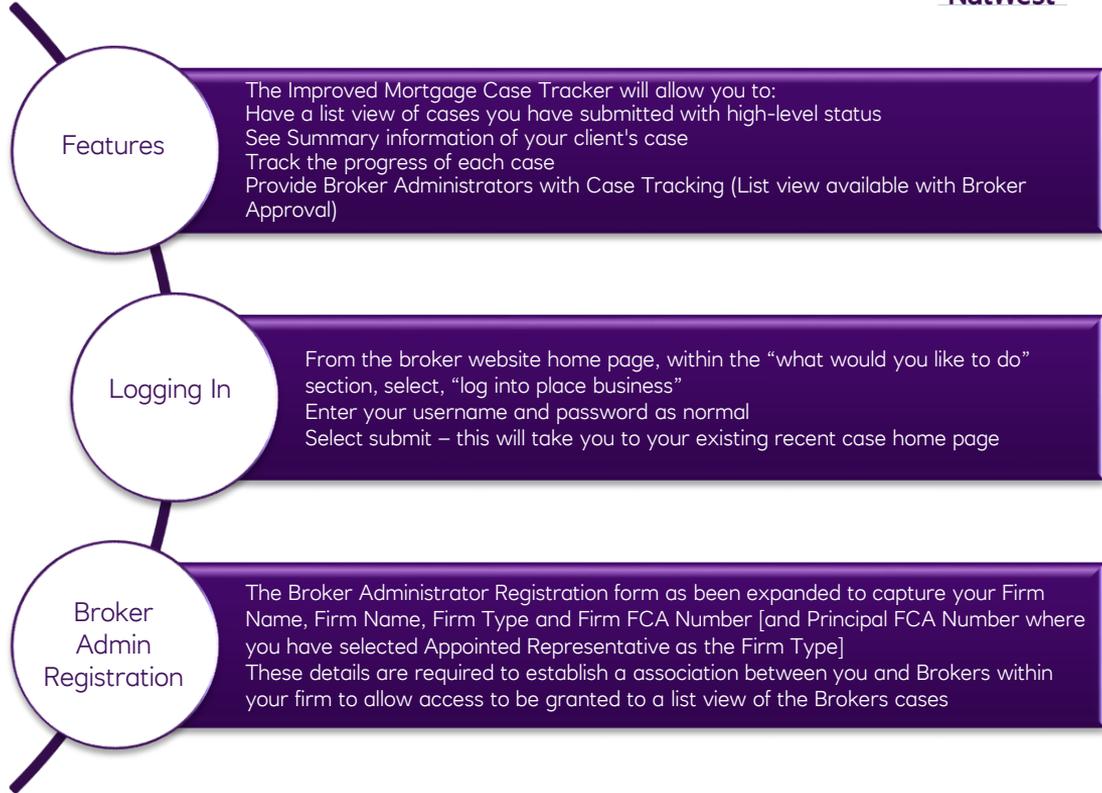
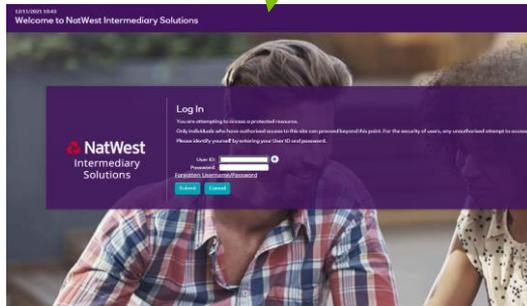


NatWest

ONLY FOR USE BY MORTGAGE INTERMEDIARIES

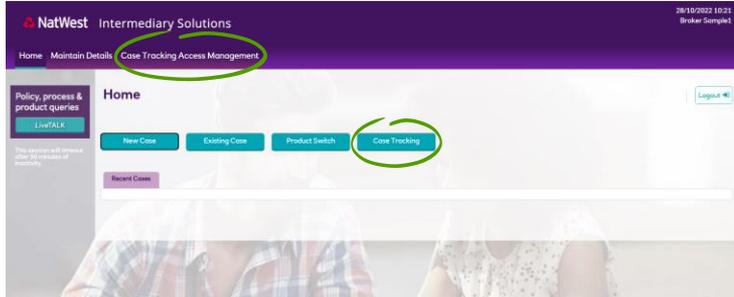
Mortgage Case Tracking

The way you track Mortgage Cases is changing - This means you now be able to place business and track submitted cases in the same place.



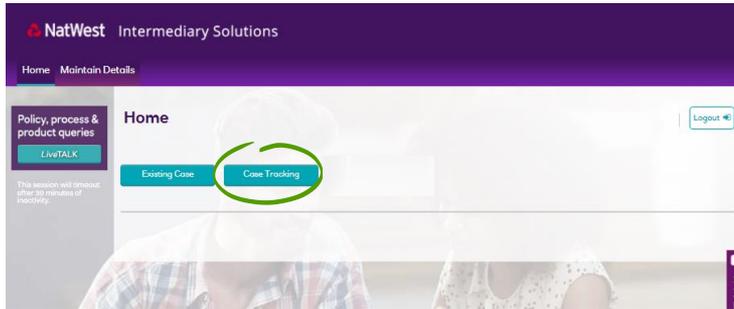
Mortgage Case Tracking

The way you track Mortgage Cases is changing - This means you now be able to place business and track submitted cases in the same place.



Broker Home Page

From the home page, You will be able to select 'Case Tracking Access Management' menu option for Granting / Removing access for other users
To Track the status of your cases, you can select a submitted case from your recent list and access the Case Tracking Menu option to view the post submitted progress
Or Click on the 'Case Tracking' action button to view a list of submitted cases within the last 365 days with a high-level status of progress



Broker Admin Home Page

Maintain Details allows you to update your Firm details (Firm Name, FCA Number (and Principle FCA number [if applicable]), these details are required to associate you with Brokers in your firm.
Click on the 'Case Tracking' action button to view a list of submitted cases within the last 365 days with a high-level status of progress on behalf of a Broker in your firm (Broker Approval required)

Mortgage Case Tracking

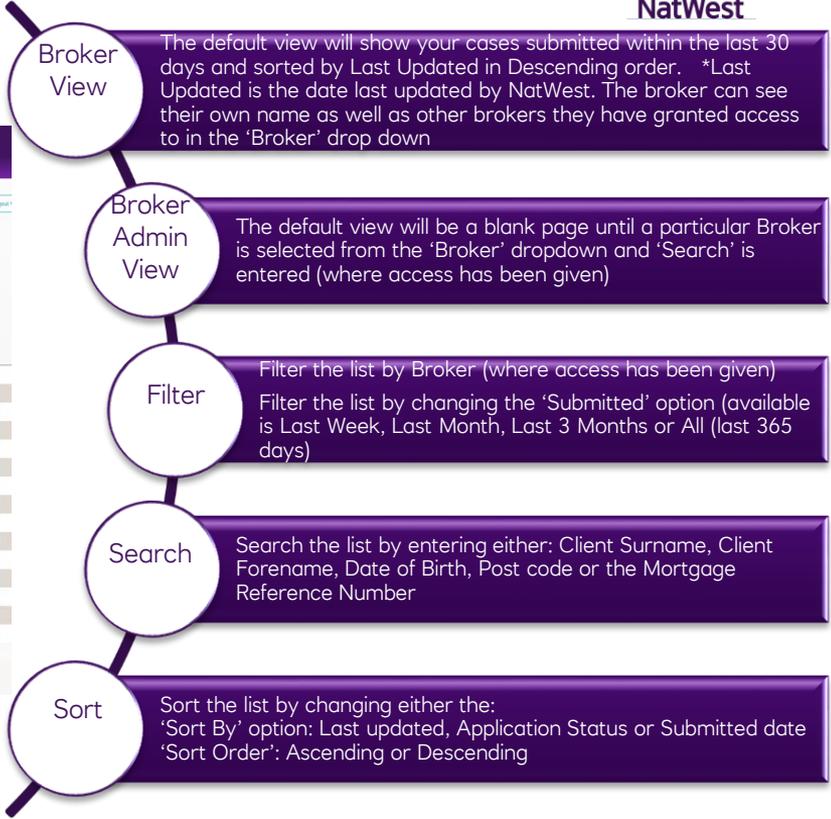
Case List View (Default Views (inc Broker Dropdown), Filter, Search and Sort)



NatWest

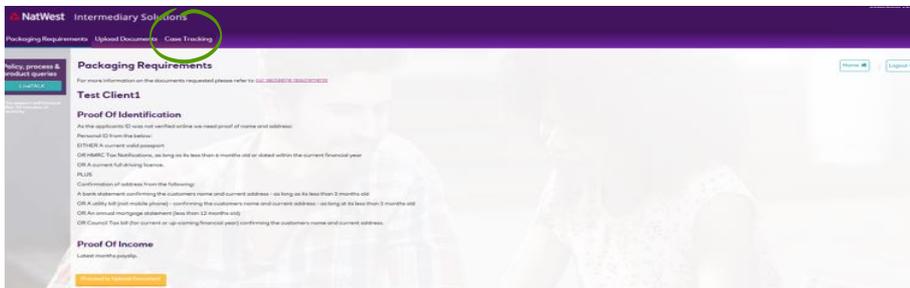
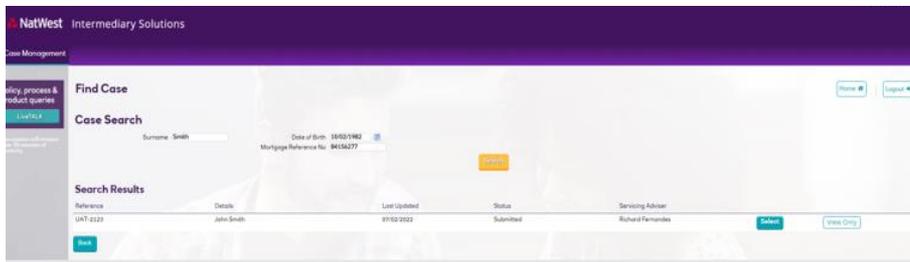
The screenshot shows the NatWest Case Tracking interface. At the top, there's a search bar with fields for Client Surname, Client Forename, Date Of Birth, Post Code, and Mortgage Reference No. Below the search bar, there are dropdown menus for 'Submitted' (set to 'Last Month') and 'Sort Order' (set to 'Descending'). A 'Search' button is also present. The main area displays a table of mortgage cases with columns for Mortgage Reference No., Details, Last Updated, and Status. Each row has a 'View' button next to it.

Mortgage Reference No.	Details	Last Updated	Status
E3185472	Bun YeeJin	30/06/2020	Your application is Completion
E3192858	ChenJing Sherry Li Gema	02/06/2020	Your application is Completion
E3185241	Cheng Gaiyou, Fonglin Sybil	22/05/2020	Your application is Declined - Cancelled
E3184745	Impey Nelson, Vignapong-prasanna	13/05/2020	Your application is Completion
E3183389	Chahpoo NeeJoo, Cheng Suk-ai	12/05/2020	Your application is Completion
E3184510	Pfahing Minamamban	06/05/2020	Your application is Completion
E3183344	Nahng Lhoukeng, Meehng Ceehng	05/05/2020	Your application is Completion
E3183432	LiF BaoJing	30/04/2020	Your application is Completion
E3183018	Wheanangah Migo	26/04/2020	Your application is Completion
E3183027	Uwibbiy ChirEjan	08/04/2020	Your application is Declined - Cancelled
E3183412	Nayur Vignapong, Pih Ngichiv	01/04/2020	Your application is Completion
E3182761	Papa Ngah, Eyyng Lijehk	01/04/2020	Your application is Completion
E3183339	Vijay Ching, Elahk Rahn	31/03/2020	Your application is Completion
E3182987	Papich NeeJoo, Udeh Li Kangf	28/02/2020	Your application is Completion
E3182918	Pongng Migo, Cheng Gooingf	30/01/2020	Your application is Declined - Cancelled



Mortgage Case Tracking

Broker Administration Access - Existing Case Search



Broker Administration Access

Once you have logged and selected Existing Case you will be directed to the case search screen. Enter Surname, Date of Birth and Mortgage Reference Number then select search. Your result will be returned.

Select Or View Only

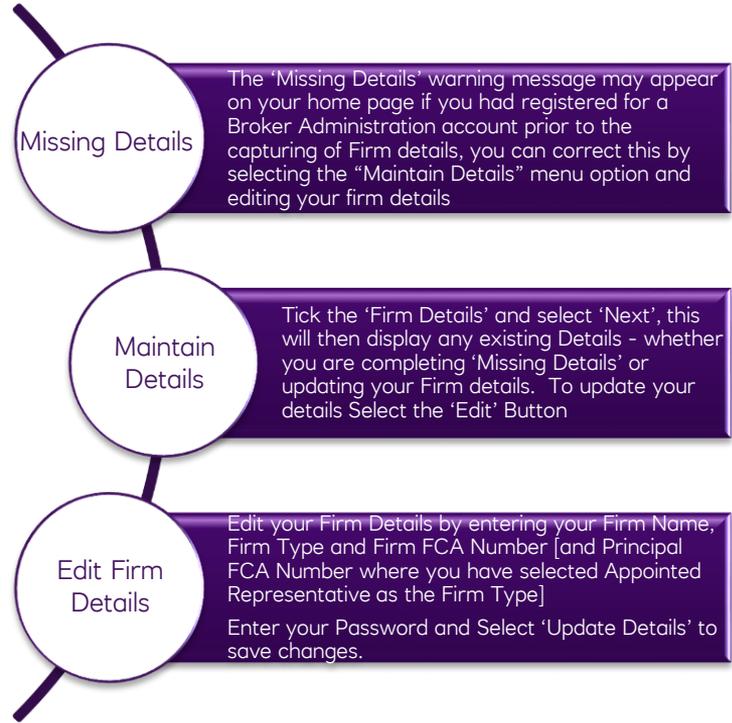
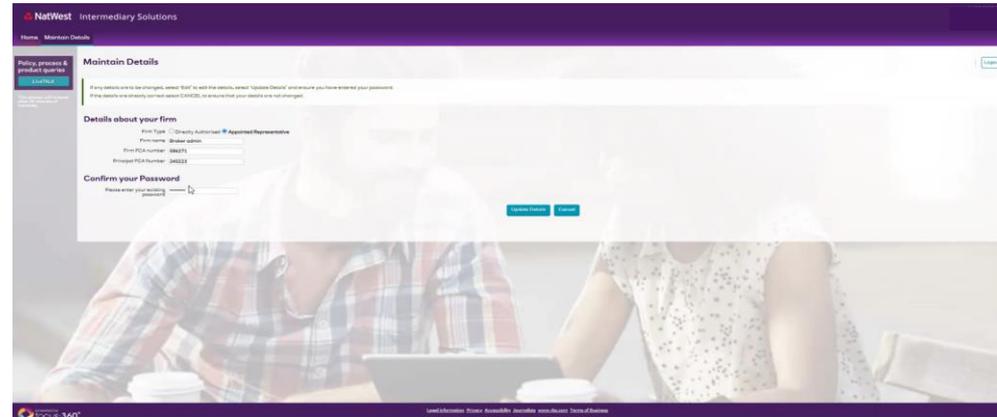
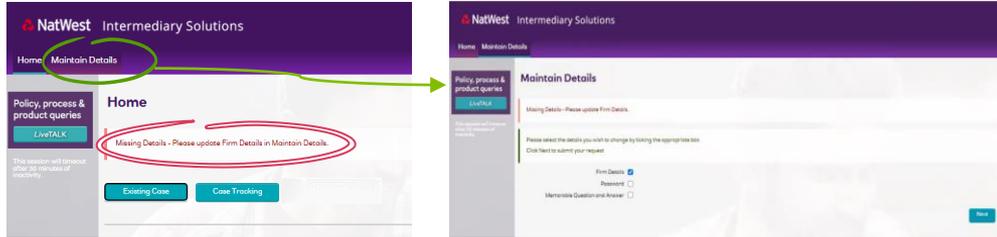
Either option will allow you to see the Case Tracking, by using select you are locking the case in Edit mode (this is primarily used for uploading document), whereas View Only will not lock the case

Case Tracking

Once you have accessed the case, you will see the new Case Tracking menu option, clicking this will take you to the Mortgage Summary screen

Mortgage Case Tracking

Broker Administration Access – Maintain Details



Mortgage Case Tracking

Broker Only – Manage Access to a list view of your cases.



Case Tracking Access Management Page

Search / Filter

Name	User Type	Firm FCA No.	Principal FCA No.	Email Address	Access Status	Grant Access
Mrs Broker Sample2	Directly Authorised Broker	123456			Access Removed	Grant Access
Ms Broker Sample3	Appointed Representative	123456	1234567		None	Grant Access
MX Broker Sample4	Appointed Representative	123456	1234567		None	Grant Access
Mr Broker Ad Sample1	Broker admin	123456	1234567		None	Grant Access
Mrs Broker Ad Sample2	Broker admin	123456	1234567		None	Grant Access
Ms Broker Ad Sample3	Broker admin	123456	1234567		None	Grant Access
MX Broker Ad Sample4	Broker admin	123456	1234567		None	Grant Access
Miss Broker Ad Sample5	Broker admin	123456			None	Grant Access

Case Tracking
Access
Management
Page

You can now see a list of Brokers / Broker Admins within your Firm where Access can be Granted or Removed

Search / Filter

The Search function allows you to search for other Brokers / Broker Admins within your Firm using First Name / Last Name / Email Address.

The Access Status drop down options allow you to filter using 'Access Granted', 'Access Removed', 'None' and 'All' to bring back relevant results

Mortgage Case Tracking

Broker Only – Grant / Remove Access to other Brokers and Broker Admins to their cases via a Case List View.



The screenshot shows the 'Case Tracking Access Management' page. A 'Grant Access' pop-up dialog is open, asking 'Grant Access to Mrs Broker Sample2?'. The dialog has 'Yes' and 'No' buttons. In the background, a table lists users with their 'Access Status' set to 'None'. A 'Grant Access' button is highlighted for Mrs Broker Sample2.

Name	User Type	Firm FCA No.	Email Address	Access Status
Mrs Broker Sample2	Directly Authorised Broker	123456		None
Ms Broker Sample3	Appointed Representative			None
MX Broker Sample4	Appointed Representative	123456	1234567	None
Mr Broker-Ad Sample1	Broker admin	123456	1234567	None
Mrs Broker-Ad Sample2	Broker admin	123456	1234567	None
Ms Broker-Ad Sample3	Broker admin	123456	1234567	None
MX Broker-Ad Sample4	Broker admin	123456	1234567	None
Miss Broker-Ad Sample5	Broker admin	123456		None

Grant Access

Locate the user you wish to Grant Access to, click the 'Grant Access' button, then Choose 'Yes' on the associated Pop-up confirmation message.

The Access Status will now show as 'Access Granted'

The screenshot shows the 'Case Tracking Access Management' page. A 'Remove Access' button is highlighted for Mrs Broker Sample2 in the table. The 'Access Status' for this user is now 'Access Granted'.

Name	User Type	Firm FCA No.	Principal FCA No.	Email Address	Access Status
Mrs Broker Sample2	Directly Authorised Broker	123456			Access Granted
Ms Broker Sample3	Appointed Representative	123456	1234567		None
MX Broker Sample4	Appointed Representative	123456	1234567		None
Mr Broker-Ad Sample1	Broker admin	123456	1234567		None
Mrs Broker-Ad Sample2	Broker admin	123456	1234567		None
Ms Broker-Ad Sample3	Broker admin	123456	1234567		None
MX Broker-Ad Sample4	Broker admin	123456	1234567		None
Miss Broker-Ad Sample5	Broker admin	123456			None

Remove Access

Locate the relevant user you wish to Remove Access for select the 'Remove Access' button, then Choose 'Yes' on the associated Pop-up confirmation message. The Access Status will now show as 'Access Removed'

Mortgage Case Tracking



Mortgage Summary Screen - Along side the new Case Tracking Menu Option, you will still be able to directly access the other parts of the case

Broker View



Broker Administrator View



Case Tracking

Mortgage Summary	Valuation	Assessment	Offer	Completion
Complete ✓	Complete ✓	Complete ✓	Complete ✓	Complete ✓

Your application is at the status of **Completion** Latest Offer Date **01/10/2021** Expected Completion Date **20/09/2021**

Applicant: **MS EMUPQNRJP HLJRJSPB**
 Date of birth: **14/07/1980**
 Email: [Redacted]
 Correspondence Address: **49, Xahgmpulm Kpurnm, Unterpa-Mi-Sgolmfnd, Uppomw, TW16 7TG**

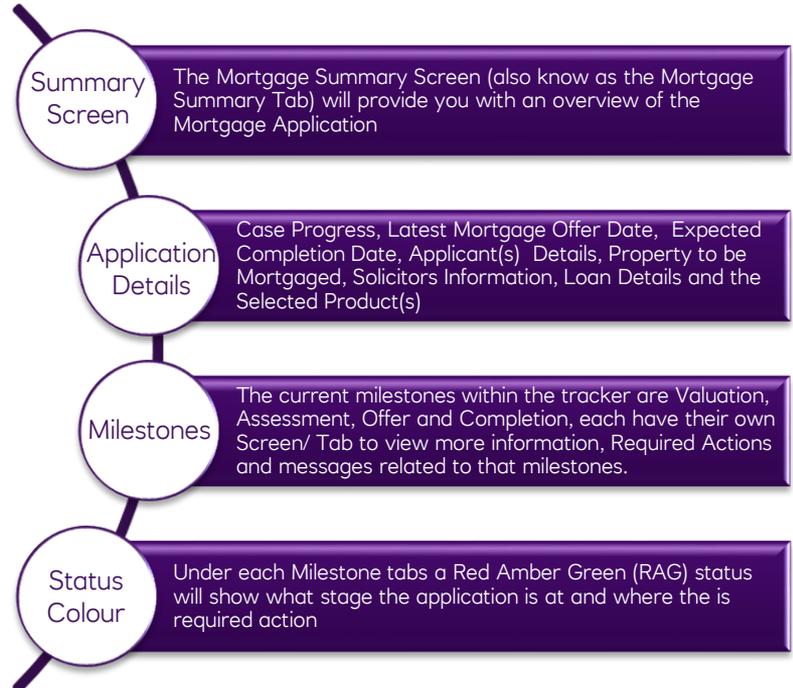
Property to be mortgaged: **49, Xahgmpulm Kpurnm, Unterpa-Mi-Sgolmfnd, Uppomw, TW16 7TG**
 Solicitor Firm Name: **ABC.123.Ltd**
 Contact: [Redacted]
 Tel: **5550120123**
 Email: **ABC@123.com**

Product Overview

Loan Amount	£348,000.00
LTV	55.06%
Application Type	Purchase
Product Fee Amount	£1,990.00
Product Fee Status	Paid
Cashback Amount	[Redacted]
Monthly Repayment Amount	£1,181.58

Product Detail

Product	Syf1.14% 310826 60%
Product Description	5 year fixed (purchase)
Term Duration	29 years,0months



Mortgage Case Tracking

Red Amber Green (Grey and Red) Status colours



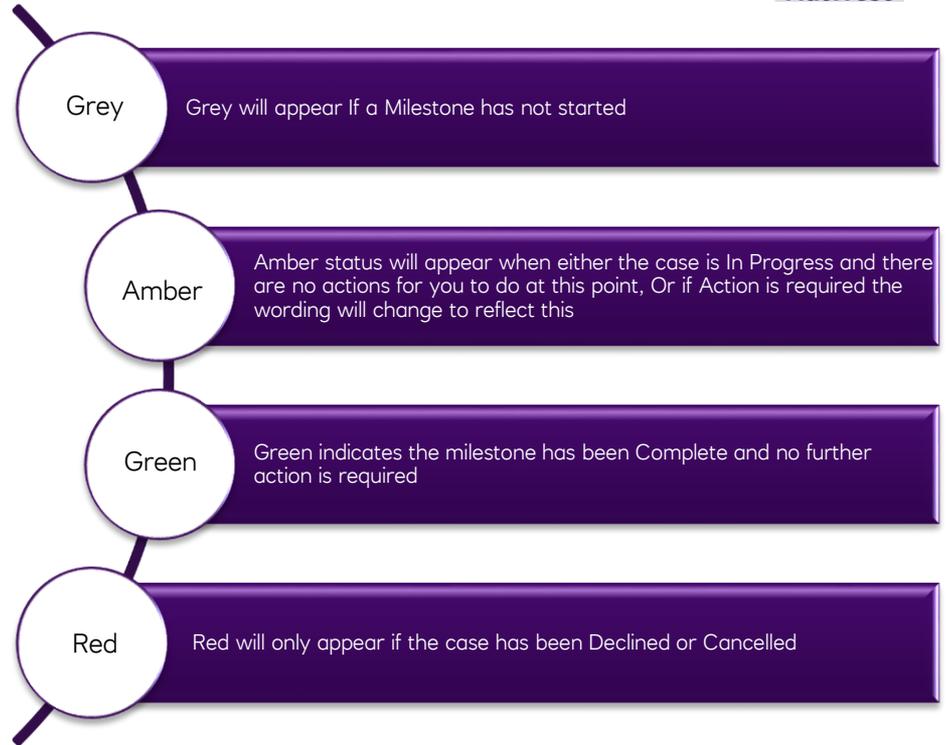
Not Started

In Progress

Action Required 

Complete 

Declined / Cancelled



Mortgage Case Tracking

Valuation Screen / Milestone



NatWest

NatWest Intermediary Solutions

This session will timeout after 30 minutes of inactivity.

Case Tracking

[Return To List](#) [Home](#) [Logout](#)

Mortgage Summary	Valuation	Assessment	Offer	Completion
	Complete ✓	Complete ✓	Complete ✓	Action Required ⚠

Valuation Information

Valuation Instructed Date	01/05/2021	Property Information	Property to be mortgaged	29, Cuizumuzq Pdhohm U;
Valuation Date				Wuqfdqxy
Valuation Received	04/05/2021			Xgmdgupm
Valuation Accepted	04/05/2021		Post Code	SK9 5JD
Valuation Fee Amount			Property Type	Terraced
			Year of Build	1936
			Valuation Type	
			Confirmed Valuation Amount	£252,000.00

Updates

Filter Open Closed All

	Open	Closed
We have received your client's valuation report. We will assess this and will contact you if we need any further information.	04/05/2021	04/05/2021
The valuation has been instructed. We will use the details provided to organise the valuation.	04/05/2021	04/05/2021

Valuation History

No History

Valuation Information

This section will show the 4 keys dates in the valuation journey (Instructed by NatWest, when the valuation has been booked for, Received for assessment by NatWest and Accepted by NatWest), and applicable Fee Amount

Property Information

Details of the Property address to be mortgages, the property type, year the property was built, the type of valuation undertaken on the property and the Confirmed Valuation Amount

Required Actions & Updates

The required actions table will only be visible on screen where there are outstanding actions required, all other actions opened or closed will appear in the updates table

Valuation History

This table will show additional detail in the valuation journey, If Valuation re-instructed/ cancelled, attempts to book the valuation date and valuation date booking made

Mortgage Case Tracking

Assessment Screen / Milestone



NatWest Intermediary Solutions

This session will timeout after 30 minutes of inactivity.

Case Tracking

[Return To List](#) [Home](#) [Logout](#)

Mortgage Summary | Valuation | **Assessment** | Offer | Completion

Complete ✓ | **Action Required** ⚠️ | Not Started | Not Started

Assessment
Required Actions

Open

We require Jill Jones's last three months pay statements. Please upload and submit the document(s) through our Broker Portal. Note submitted documents may take up to 4 hours to be attached to your clients notes.

17/05/2021

Updates

To view our current Service Levels please go to our [website](#)

Filter Open Closed All

	Open	Closed
We have received your information. We are currently reviewing your application and will contact you if we need any further information	14/05/2021	17/05/2021
We have received your information. We are currently reviewing your application and will contact you if we need any further information	14/05/2021	17/05/2021
We have received your proof of ID. We will assess this and will contact you if we need any further information.	10/05/2021	11/05/2021
We have received your payslips. We will assess this and will contact you if we need any further information.	06/05/2021	07/05/2021
We have received your information. We are currently reviewing your application and will contact you if we need any further information	06/05/2021	07/05/2021
We have received your payslips. We will assess this and will contact you if we need any further information.	04/05/2021	04/05/2021

Required
Actions

The required actions table will only be visible on screen where there are outstanding actions required, this is where you will see requests for Further Information. Once you have completed the required action the details will move to the updates table

Updates &
Service Levels

The updates table will show open and closed Assessment actions required by NatWest with a link to our website to view the current Service Level Agreements in addition to the completed required actions

Mortgage Case Tracking

Offer Screen / Milestone – Showing the date the latest Mortgage Offer was sent



NatWest Intermediary Solutions

This session will timeout after 30 minutes of inactivity.

Case Tracking

[Return To List](#) [Home](#) [Logout](#)

Mortgage Summary	Valuation	Assessment	Offer	Completion
	Complete ✓	Complete ✓	Complete ✓	Action Required ⚠

Offer
Latest Offer Date 10/09/2021

Updates
Filter Open Closed All

	Open	Closed
We require certificate of title from your solicitor. This document confirms expected completion date to request release of your mortgage in advance. We will contact you once we receive the document.	17/05/2021	10/09/2021
We are pleased to inform you that your mortgage application has been approved and we are in the process of issuing your client's formal mortgage offer.	17/05/2021	17/05/2021

Required Actions

required actions table will only be visible on screen where there are outstanding actions required, this is where you will see when the request to the Solicitor to provide the Certificate of Title was issued.

Updates

The updates table will show open and closed Offer actions undertaken by NatWest with a in addition to the completed required actions

Mortgage Case Tracking

Completion Tab



NatWest Intermediary Solutions

Case Tracking

Return To List Home Logout

Mortgage Summary	Valuation	Assessment	Offer	Completion
	Complete ✓	Complete ✓	Complete ✓	Action Required ⚠

Completion

Expected Completion Date 20/09/2021

Solicitor Firm Name Law Solicitors Ltd
Contact Name Waqar Khan
Contact Telephone 1706711176
Email ABC@solicitor.com

Required Actions

	Open
We require completed Direct Debit mandate form. Please upload and submit the document(s) through our Broker Portal. Please note submitted documents may take up 4 hours to be attached to your client's case	17/05/2021

Updates

Filter Open Closed All

	Open	Closed
Your client's application has now completed and the funds have been released to your client's solicitor. Many thanks for choosing NatWest as your mortgage provider.	20/09/2021	20/09/2021
We are pleased to advise that we have received the mortgage completion date from your client's solicitor.	14/09/2021	14/09/2021
We have received the certificate of title from your client's solicitor confirming your completion date. If we need further information we will contact them	10/09/2021	14/09/2021

Completion Information

Showing the Expected Completion Date and Solicitor details

Required Actions

required actions table will only be visible on screen where there are outstanding actions required. Once required actions have been completed, the details will move to the updates table

Updates

The updates table will show open and closed Offer actions undertaken by NatWest with a in addition to the completed required actions

Mortgage Case Tracking

Decline / Cancelled Screen (This will only appear if the case has been declined or cancelled and will replace the Completion Screen / Milestone)



NatWest Intermediary Solutions

his session will timeout for 30 minutes of activity.

Application Tracking

Mortgage Summary Valuation Assessment Offer Declined / Cancelled

Declined / Cancelled

Updates

Filter Open Closed All

	Open	Closed
We are sorry but on this occasion we are unable to offer your client a mortgage. You will have received an email or phone call with further information on this decision. Thank you for considering NatWest for your mortgage application.	20/09/2021	20/09/2021

Declined

The message has been updated to include details regarding the broker receiving an email or phone with additional information on the decision and that they should check for this first

NatWest Intermediary Solutions

his session will timeout for 30 minutes of activity.

Application Tracking

Mortgage Summary Valuation Assessment Offer Declined / Cancelled

Declined / Cancelled

Updates

Filter Open Closed All

	Open	Closed
Your client's mortgage application has now been closed. Thank you for considering NatWest for your mortgage application.	20/09/2021	20/09/2021

Cancelled

This is same screen as Decline, however the message will reflect where the case has been cancelled at the Customer or Brokers request