

Mortgage Case Tracking



NatWest

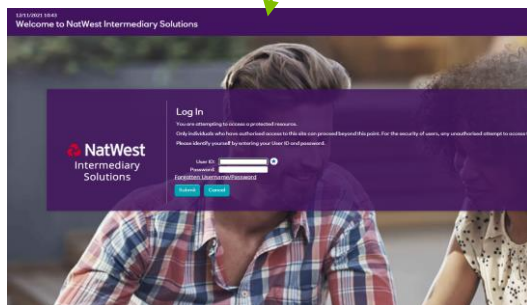
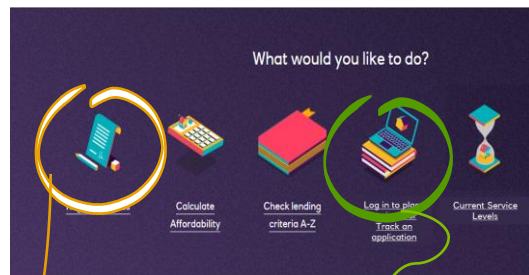
ONLY FOR USE BY MORTGAGE INTERMEDIARIES

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.



NatWest



Features

The Improved Mortgage Case Tracker will allow you to:

- Have a list view of cases you have submitted with high-level status
- See Summary information of your client's case
- Track the progress of each case
- Provide Broker Administrators with Case Tracking (List view available with Broker Approval)

Logging In

From the broker website home page, within the “what would you like to do” section, select, “log into place business”

Enter your username and password as normal

Select submit – this will take you to your existing recent case home page

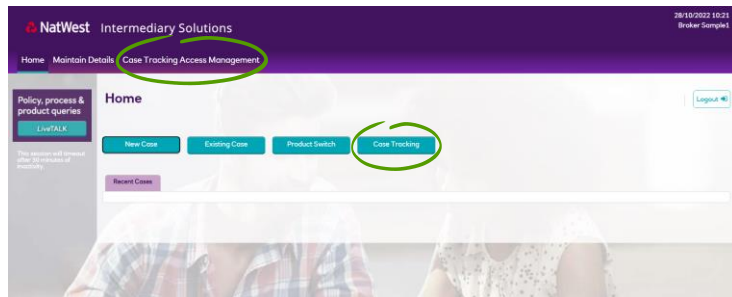
Broker Admin Registration

The Broker Administrator Registration form as been expanded to capture your Firm Name, Firm Name, Firm Type and Firm FCA Number [and Principal FCA Number where you have selected Appointed Representative as the Firm Type]

These details are required to establish a association between you and Brokers within your firm to allow access to be granted to a list view of the Brokers cases

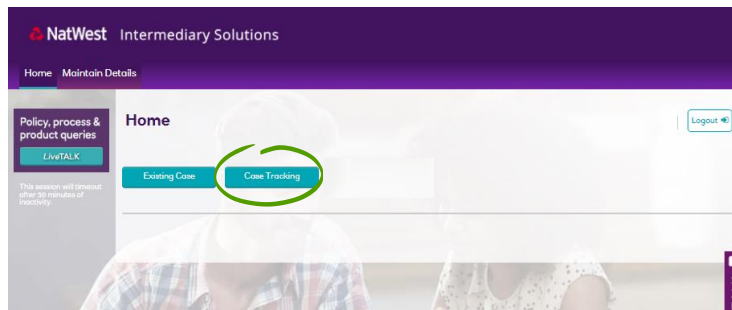
Mortgage Case Tracking

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 header with the NatWest logo and 'Intermediary Solutions'. Below it, the 'Case Tracking' section is visible. A search bar is present with fields for 'Broker' (a dropdown menu), 'Client Surname', 'Client Forename', 'Date Of Birth', 'Post Code', and 'Mortgage Reference No.'. Below the search bar, there are filters for 'Submitted' (Last Month), 'Sort Order' (Descending), and 'Sort By' (Last Modified Date). A table of mortgage cases is displayed below the filters. The table has columns for Mortgage Reference No., Details, Last Updated, and Status. The table shows 10 rows of data, each with a 'View' button next to it. The table is paginated, showing 'Page 1 of 8'.

Mortgage Reference No.	Details	Last Updated	Status
E3185470	Bryan Verdelme	30/06/2020	Your application is at Completion
E3182804	Graham Gillingham, Jai Gama	02/06/2020	Your application is at Completion
E3189241	Qasbi Gillingham, Preetinder Singh	20/05/2020	Your application is Declined - Cancelled
E3184745	Imreza Ndumu, U Ligdenger-gamend	13/05/2020	Your application is at Completion
E3183389	Chiragpal Neneja, Ching Nishid	12/05/2020	Your application is at Completion
E3184510	Phikang Mwanambwa	08/05/2020	Your application is at Completion
E3184944	Nelson Ushumba, Monagh Cereale	01/05/2020	Your application is at Completion
E3183432	LAF Bishu-jun	30/04/2020	Your application is at Completion
E3180928	Widunamaghi Mago	26/04/2020	Your application is at Completion
E3181937	Ushabag Chir-Raj	08/04/2020	Your application is Declined - Cancelled
E3183452	Kajhar Wadwan, Priti Singh	01/04/2020	Your application is at Completion
E3182761	Papic Neneja, Kanyo Singh	01/04/2020	Your application is at Completion
E3183339	Vijay Chitra Singh Rathi	31/03/2020	Your application is at Completion
E3182967	Papic Neneja - Ushab Chir-Raj	28/02/2020	Your application is at Completion
E3182959	Papic Neneja, Chir-Raj Singh	30/01/2020	Your application is Declined - Cancelled

Broker View

The default view will show your cases submitted within the last 30 days and sorted by Last Updated in Descending order. *Last Updated is the date last updated by NatWest. The broker can see their own name as well as other brokers they have granted access to in the 'Broker' drop down

Broker Admin View

The default view will be a blank page until a particular Broker is selected from the 'Broker' dropdown and 'Search' is entered (where access has been given)

Filter

Filter the list by Broker (where access has been given)
Filter the list by changing the 'Submitted' option (available is Last Week, Last Month, Last 3 Months or All (last 365 days))

Search

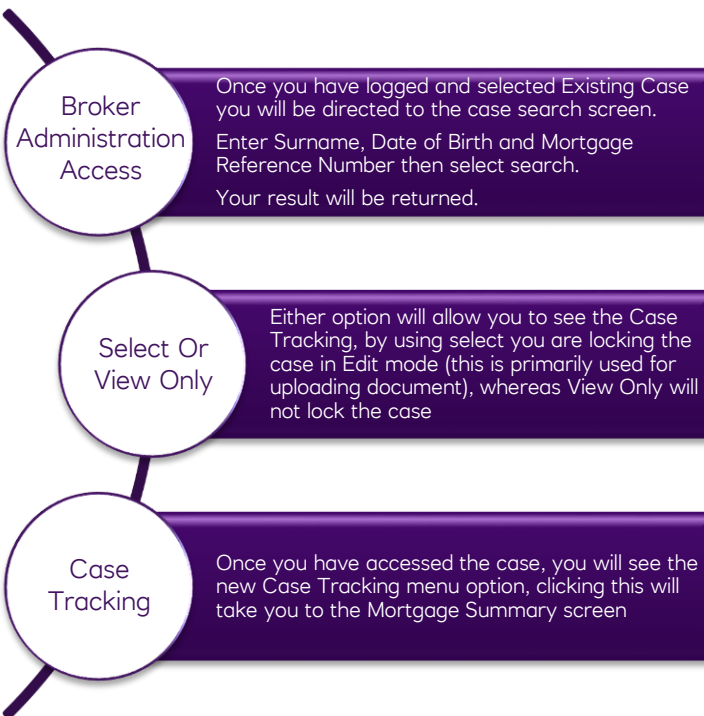
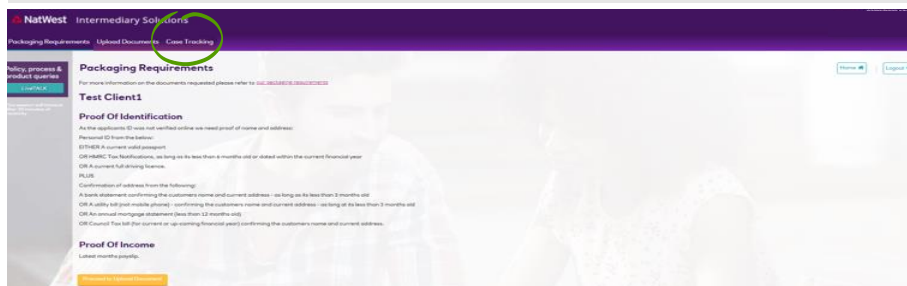
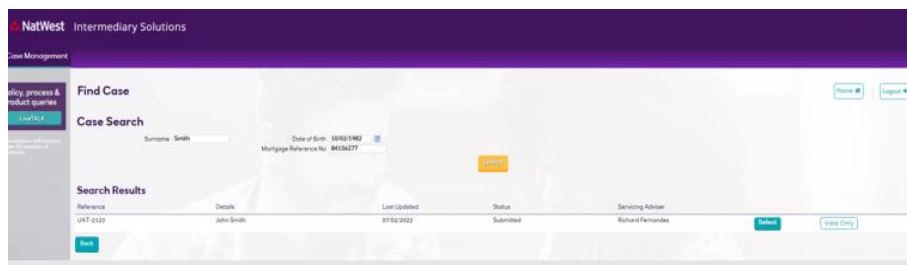
Search the list by entering either: Client Surname, Client Forename, Date of Birth, Post code or the Mortgage Reference Number

Sort

Sort the list by changing either the: 'Sort By' option: Last updated, Application Status or Submitted date
'Sort Order': Ascending or Descending

Mortgage Case Tracking

Broker Administration Access - Existing Case Search

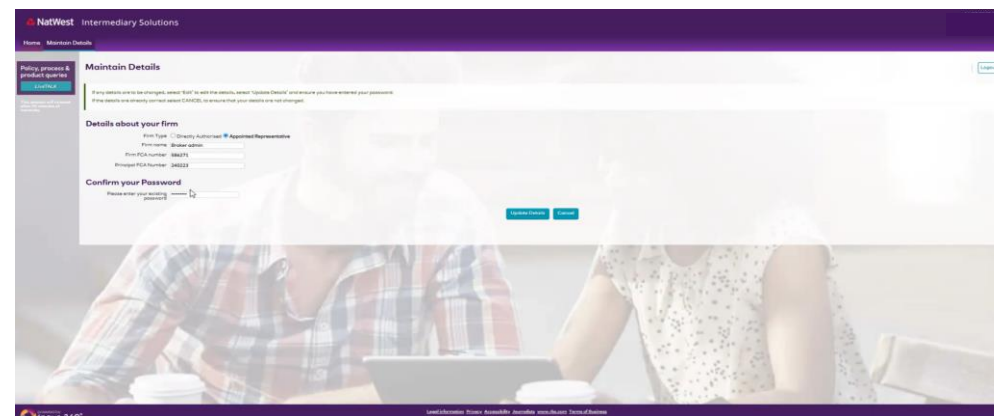
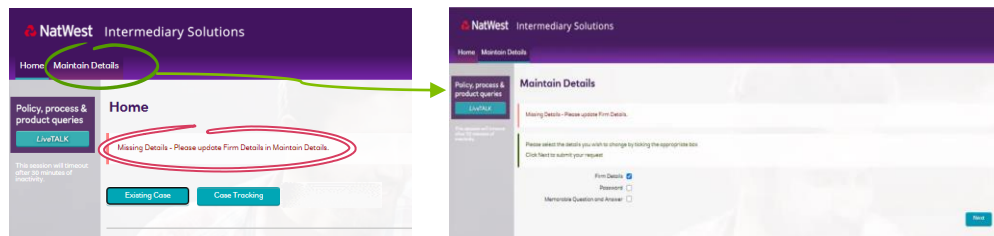


Mortgage Case Tracking

Broker Administration Access – Maintain Details



NatWest



Missing Details

The 'Missing Details' warning message may appear on your home page if you had registered for a Broker Administration account prior to the capturing of Firm details, you can correct this by selecting the "Maintain Details" menu option and editing your firm details

Maintain Details

Tick the 'Firm Details' and select 'Next', this will then display any existing Details - whether you are completing 'Missing Details' or updating your Firm details. To update your details Select the 'Edit' Button

Edit Firm Details

Edit your Firm Details by entering your Firm Name, Firm Type and Firm FCA Number [and Principal FCA Number where you have selected Appointed Representative as the Firm Type]
Enter your Password and Select 'Update Details' to save changes.

Mortgage Case Tracking

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



NatWest Intermediary Solutions 27/10/2022 15:09 Broker Sample1

Home Maintain Details **Case Tracking Access Management**

Case Tracking Access Logout

Broker/Admin Search

First Name Last Name Email Address

Firm FCA No. 123456 Principal FCA No. Access Status All Search

Access Granted
None
All

Search Results

Name	User Type	Firm FCA No.	Principal FCA No.	Email Address	Access Status	
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.



NatWest Intermediary Solutions 29/10/2022 16:48 Broker Sample1

Home Maintain Details **Case Tracking Access Management**

This session will timeout after 30 minutes of inactivity.

Case Tracking Access

Logout

Broker/Admin Search

First Name Last Name Email Address

Firm FCA No. 123456 Access Status Search

Search Results

Name	User Type	Firm FCA No.	Email Address	Access Status
Mrs Broker Sample2	Directly Authorised Broker	123456		None Grant Access
Ms Broker Sample3	Appointed Representative	123456		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	1234567	None Grant Access

Grant Access Pop-up: Grant Access to Mrs Broker Sample2? Yes No

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'

NatWest Intermediary Solutions 29/10/2022 15:07 Broker Sample1

Home Maintain Details **Case Tracking Access Management**

Policy, process & product queries **LiveTALK**

This session will timeout after 30 minutes of inactivity.

Case Tracking Access

Logout

Broker/Admin Search

First Name Last Name Email Address

Firm FCA No. 123456 Principal FCA No. Access Status Search

Search Results

Name	User Type	Firm FCA No.	Principal FCA No.	Email Address	Access Status
Mrs Broker Sample2	Directly Authorised Broker	123456			Access Granted Remove Access
Ms Broker Sample3	Appointed Representative	123456	1234567		None Grant Access Remove 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	1234567		None Grant Access

Remove Access Pop-up: Remove Access to Mrs Broker Sample2? Yes No

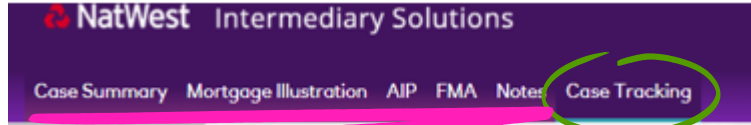
Remove Access

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



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Case Summary Mortgage Illustration AIP FMA Notes Case Tracking

This session will timeout after 30 minutes of inactivity.

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 EMUPQNRUP HLJRUSPB
Date of birth: 14/07/1980
Email: 49_Xahgmpulm Kpurnm
Correspondence Address: Uierpa-Mi-Sgolmd
Postcode: TW16 7TG

Property to be mortgaged: 49_Xahgmpulm Kpurnm
Uierpa-Mi-Sgolmd
Post Code: TW16 7TG

Solicitor Firm Name: ABC.123.Rtd
Contact: 5550120123
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	
Monthly Repayment Amount	£1,181.58

Product Detail

Product	Syf 1.14% 310826 40%
Product Description	5 year fixed (purchase)
Term Duration	29 years, 0 months

Summary Screen

The Mortgage Summary Screen (also known as the Mortgage Summary Tab) will provide you with an overview of the Mortgage Application

Application Details

Case Progress, Latest Mortgage Offer Date, Expected Completion Date, Applicant(s) Details, Property to be Mortgaged, Solicitors Information, Loan Details and the Selected Product(s)

Milestones

The current milestones within the tracker are Valuation, Assessment, Offer and Completion, each has their own Screen/ Tab to view more information, Required Actions and messages related to that milestone.

Status Colour

Under each Milestone tabs a Red Amber Green (RAG) status will show what stage the application is at and where the is required action

Mortgage Case Tracking

Red Amber Green (Grey and Red) Status colours



NatWest

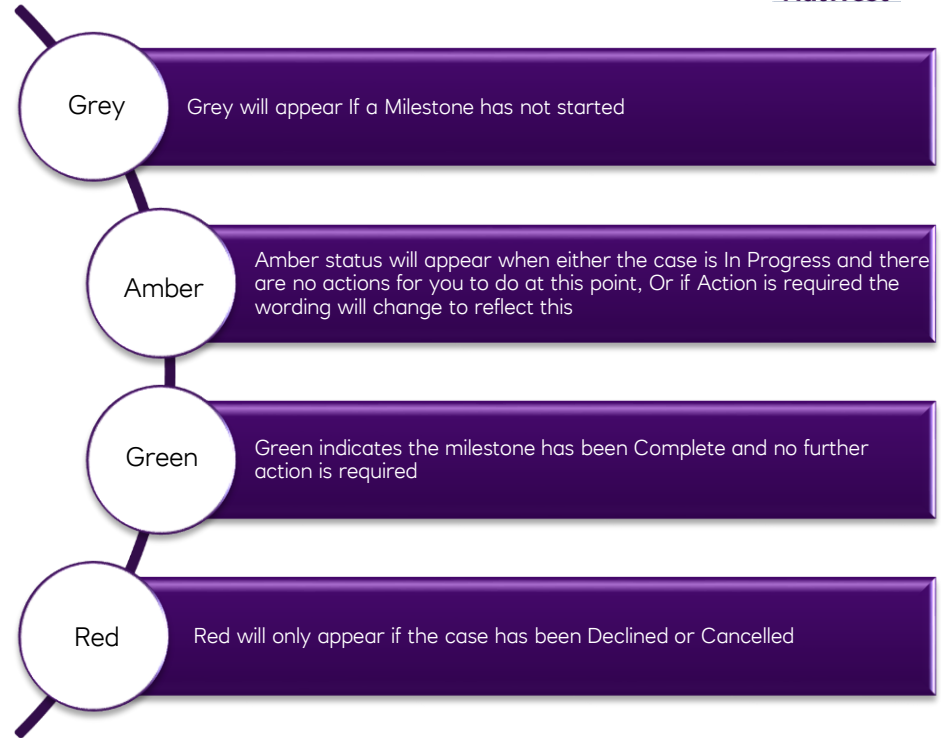
Not Started

In Progress

Action Required 

Complete 

Declined / Cancelled



Mortgage Case Tracking

Valuation Screen / Milestone



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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
Valuation Date 04/05/2021
Valuation Received 04/05/2021
Valuation Accepted 04/05/2021
Valuation Fee Amount

Property Information
Property to be mortgaged 29, Cuizumumqz Pdohm U:
Wuqfapxy
Xgmdgupm
Post Code SK9 5JD
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



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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 [SES2021](#)

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



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Case Tracking

Session will timeout after 30 minutes of inactivity.

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 to 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)



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NatWest Intermediary Solutions

his session will timeout
after 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
after 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