

Mortgage Case Tracking



NatWest

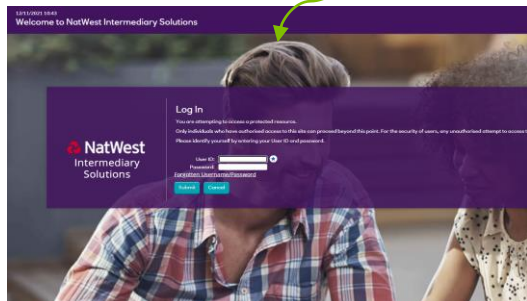
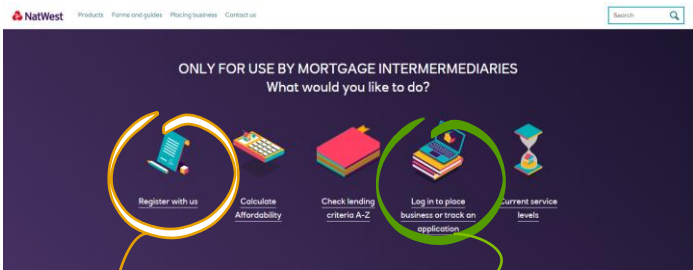
ONLY FOR USE BY MORTGAGE INTERMEDIARIES

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 or track an application”

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]

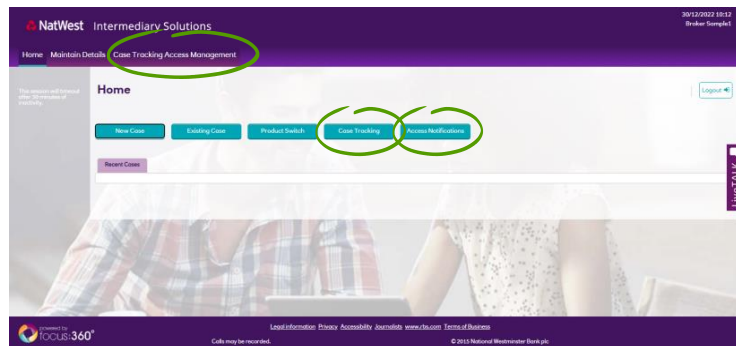
These details are required to establish a association between you and Brokers within your firm to allow access to be granted to a list view of the Brokers cases

Mortgage Case Tracking

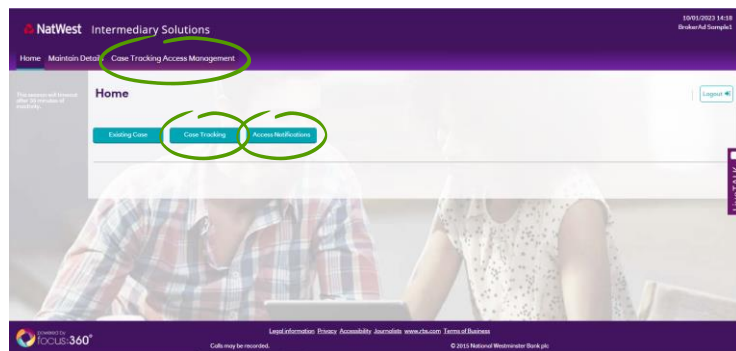
From the home page, You will be able to select 'Case Tracking Access Management', 'Case Tracking' and 'Access Notification'.



Broker View



Broker Admin View



Case Tracking Access Management

This option allows you to:

- Request access to a Brokers' Case list View (Brokers and Broker Admins)
- Grant or Remove access to other users (Broker Only)

Case Tracking

Provides a list of case submitted within the last 365 days, that you have access to, with a high-level status of progress

Access Notification

Access Notification allows you to see tasks where Access has been requested to you case list view and provide notification when access you have requested has been Approved or Rejected

Mortgage Case Tracking

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



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NatWest Intermediary Solutions

Case Tracking

Case Tracking

Search

Broker:

Client Surname: Client Forename: Date of Birth: Post Code: Mortgage Reference No.:

Submitted: Sort Order: Sort By:

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Mortgage Reference No.	Details	Last Updated	Status
E080470	Byen Indrani	20/06/2020	Your application is at Completion
E0902056	Geddes/Kearney, L J Cavan	02/06/2020	Your application is at Completion
E080541	Qasbi-Salifu, Prudis Sulaji	22/05/2020	Your application is Declined/Cancelled
E0804745	Ingan-Nelson, U. Laila/Ingan-Nelson	13/05/2020	Your application is at Completion
E0801889	Chikwara-Nelson, Chikwara-Nelson	12/05/2020	Your application is at Completion
E0804555	Phikwara-Nelson	09/05/2020	Your application is at Completion
E0802044	Nelson-Nelson, Nelson-Nelson	01/05/2020	Your application is at Completion
E0804152	L J Cavan	20/04/2020	Your application is at Completion
E0805028	Phikwara-Nelson	20/04/2020	Your application is at Completion
E0807037	Ukwaligwe-Nelson	08/04/2020	Your application is Declined/Cancelled
E0804452	Kipkor-Nelson, Kipkor-Nelson	01/04/2020	Your application is at Completion
E0803781	Phikwara-Nelson, Phikwara-Nelson	01/04/2020	Your application is at Completion
E0805529	Phikwara-Nelson, Phikwara-Nelson	20/03/2020	Your application is at Completion
E0805567	Phikwara-Nelson, Phikwara-Nelson	20/03/2020	Your application is at Completion
E0804950	Phikwara-Nelson, Phikwara-Nelson	20/03/2020	Your application is Declined/Cancelled

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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 changing the 'Submitted' option (available is Last Week, Last Month, Last 3 Months or All (last 365 days))

Search

Search the list by entering the Mortgage Reference Number Or Client Surname and Property Post Code, with optional additional criteria of Client Forename, Date of Birth.

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



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The first screenshot shows the 'Home' page of the NatWest Intermediary Solutions portal. The 'Existing Case' button is highlighted with a green circle. The second screenshot shows the 'Find Case' section with search criteria: Surname: Smith, Date of Birth: 18/02/1962, and Mortgage Reference No: 84136277. The 'Search' button is highlighted. The third screenshot shows the 'Packaging Requirements' section for a specific case, listing requirements for Proof of Identification and Proof of Income.

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

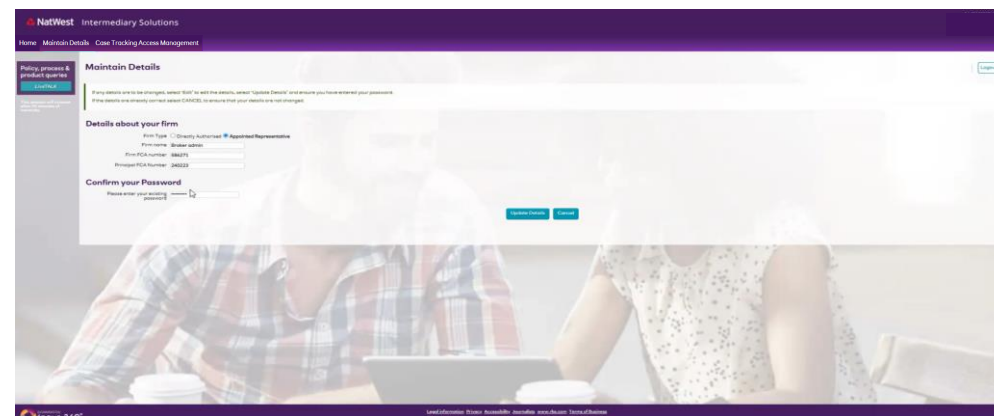
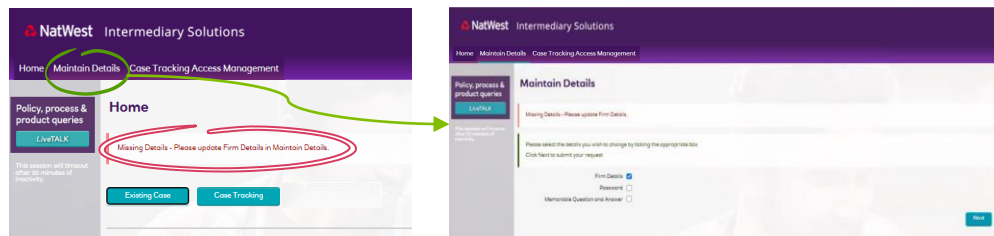
Once you have accessed the case, you will see the new Case Tracking menu option, clicking this will take you to the Mortgage Summary screen

Mortgage Case Tracking

Broker Administration Access – Maintain Details



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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 Access Management

Manage Access to a list view of your cases (Broker only) and Request Access to other case list views (Broker and Broker Admin).



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Broker View

Case Tracking Access

Broker/Admin Search

First Name: Last Name: sample Email Address: Access Function: Grant access to my cases

Firm FCA No. 123456 Principal FCA No. 1234567

Search Results

Name	User Type	Firm FCA No.	Principal FCA No.	Email Address	Access Status
Mrs Broker Sample2	Directly Authorised Broker	123456		poul.autherland@natwest.com	Access Granted
MX Broker Sample4	Appointed Representative	123456	1234567	poul.autherland@natwest.com	Access Granted
Mr Broker Ad Sample1	Broker admin	123456	1234567	poul.autherland@natwest.com	Access Requested
MX Broker Ad Sample4	Broker admin	123456	1234567	poul.autherland@natwest.com	None
Dr Broker Ad Sample4	Broker admin	123456		poul.autherland@natwest.com	None
Miss Broker Ad Sample5	Broker admin	1234567	654321	poul.autherland@natwest.com	Access Granted
Ms Broker Ad Sample3	Broker admin	1234567		poul.autherland@natwest.com	Access Granted

Broker Admin View

Case Tracking Access

Broker Search

First Name: Last Name: Email Address: Access Status: All

Firm Post Code: Firm FCA No. 123456 Principal FCA No. 1234567

Search Results

Name	User Type	Firm FCA No.	Principal FCA No.	Email Address	Access Status
Mrs Broker Sample2	Directly Authorised Broker	123456		poul.autherland@natwest.com	Access Granted
MX Broker Sample4	Appointed Representative	123456	1234567	poul.autherland@natwest.com	Access Granted
Mr Broker Ad Sample1	Broker admin	123456	1234567	poul.autherland@natwest.com	Access Requested
MX Broker Ad Sample4	Broker admin	123456	1234567	poul.autherland@natwest.com	None
Dr Broker Ad Sample4	Broker admin	123456		poul.autherland@natwest.com	None
Miss Broker Ad Sample5	Broker admin	1234567	654321	poul.autherland@natwest.com	Access Granted
Ms Broker Ad Sample3	Broker admin	1234567		poul.autherland@natwest.com	Access Granted

Access Function

Brokers can switch Access function modes between 'Grant Access to my cases' and 'Request access to another Brokers' cases

Broker Admin view does not contain this dropdown as defaults to Requester mode only

Grant mode

Grant Access mode allows Brokers to see a list of Brokers / Broker Admins within the Firm where Access can be Granted or Removed

Requester mode

Requester Mode allows Broker and Broker Admins to view a list of Brokers within the firm to request access to their case list view providing a status of where access has previously been granted or removed

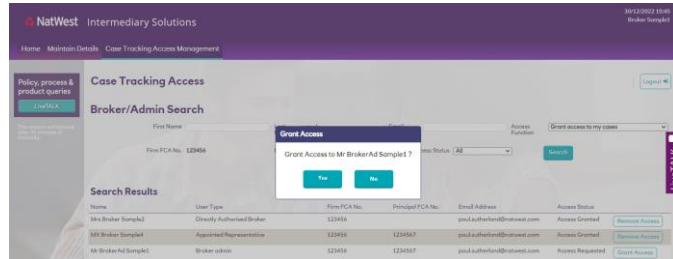
Search / Filter

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', 'Access Requested', 'Access Rejected', 'None' and 'All' to bring back relevant results

Mortgage Case Tracking Access Management

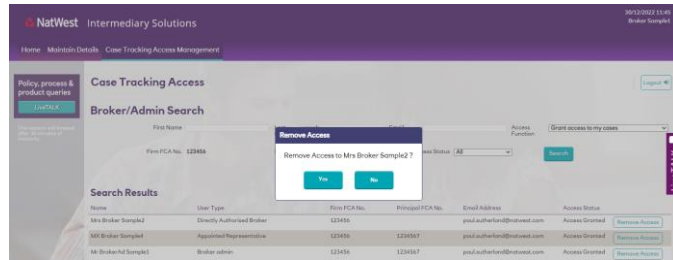
Grant / Remove Access Case List Views to other Brokers and Broker Admins – Broker Only.
Request Access to Case List Views – Broker and Broker Admins.



Grant Access

- Brokers can Grant Access to other users to view their case list.
- Locate the user you wish to Grant Access to
- Click the 'Grant Access' button
- Choose 'Yes' on the associated Pop-up confirmation message

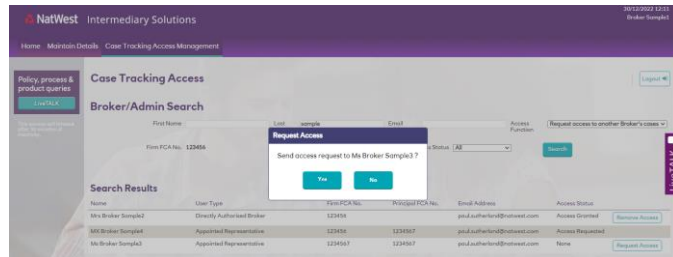
The Access Status will now show as 'Access Granted'.



Remove Access

- Brokers can Remove Access to other users from viewing their case list.
- Locate the user you wish to Remove Access from
- Click the 'Remove Access' button
- Choose 'Yes' on the associated Pop-up confirmation message

The Access Status will now show as 'Access Removed'



Request Access

- Brokers can Request Access to other users to view their case list.
- Locate the user you wish to Request Access from
- Click the 'Request Access' button
- Choose 'Yes' on the associated Pop-up confirmation message

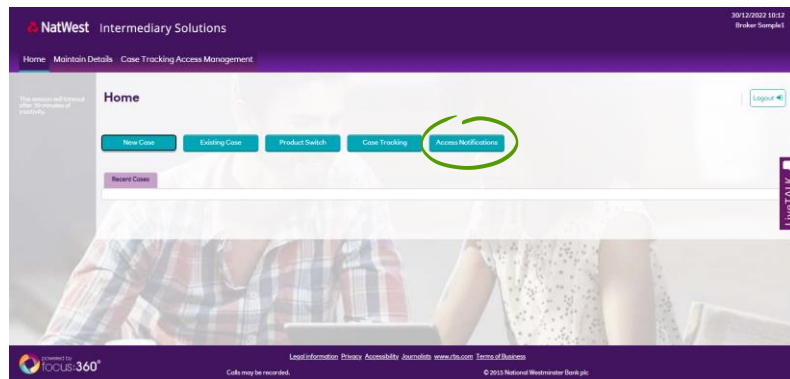
The Access Status will now show as 'Access Requested'

Mortgage Case Tracking Access Notification

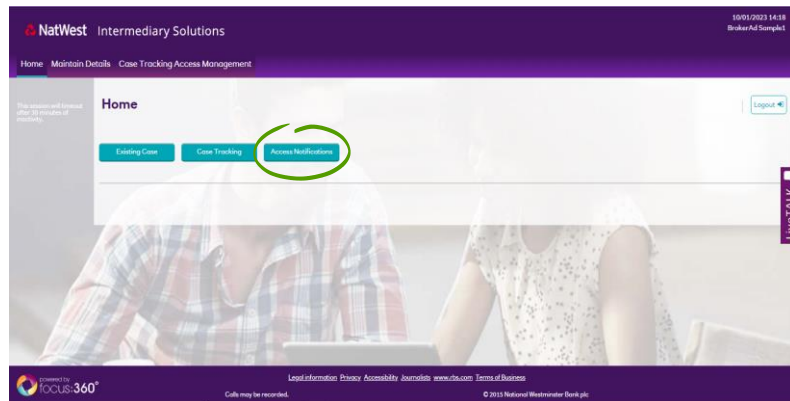
The Access Notifications call to action button has been added for both Brokers and Broker Admins to provide notifications on when access has been granted / removed.



Broker View



Broker Admin View



Broker Access Request Management

Brokers will be able to use Access Notification to manage tasks that have been created when access to their case list view as been requested

Broker and Broker Admin Notifications

Brokers and Broker Admins will be able to use Access Notification to view:

- When access has been Granted or Removed
- When requests made have been approved or rejected

Mortgage Case Tracking Access Notification

The Access Notification list is obtained by selecting a minimum of one status (New, In Progress or Complete) and pressing the Search button



Status	Details	Date	Name	Firm Name	Firm FCA Number	Principal FCA Number
New	ACCESS REQUEST for BrokerAd Sample1 Sample Mortgages 1234567	26/12/2022	BrokerAd Sample1	Sample Mortgages	123456	1234567

Filter / Search & Sort

The Task Search provides a list of Notification tasks where Access to a Broker's Case list view, has been either granted, Removed Or Request decision (Approved or Rejected)

Filter the list by Status of New, In Progress or Complete.

Search the list by User Forename and/ or Surname

Sort the list by Oldest or Newest

Managing Request Tasks

As a Broker, you can manage requests made from other users of your firm to Approve or Reject.

- Select Edit
- Review the task details
- Select an outcome (either Approve or Reject)
- Click the Complete Button
- Choose 'Yes' on the Pop-up confirmation message

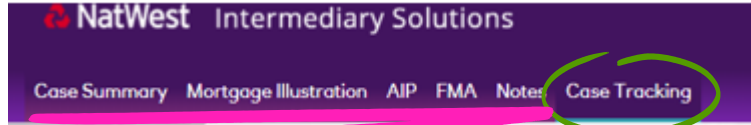
Managing Notification Tasks

As a Broker or Broker Admin, you can view your notification tasks. Marking these notification as complete will move these from your New Task List to your Complete Task list.

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

The 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 EMUPQNPUP HLJRUSPB
Date of birth: 16/07/1989
Email: [redacted]
Correspondence Address: 49, Kohgmupm Kpunn
Uriepw-Mi-Sgofmd
Urgemw
Postcode: TW16 7TG

Property to be mortgaged: 49, Kohgmupm Kpunn
Uriepw-Mi-Sgofmd
Urgemw
Post Code: 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	
Monthly Repayment Amount	£1,181.58

Product Detail

Product	5yf 1.14% 310626 60%
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 tab 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



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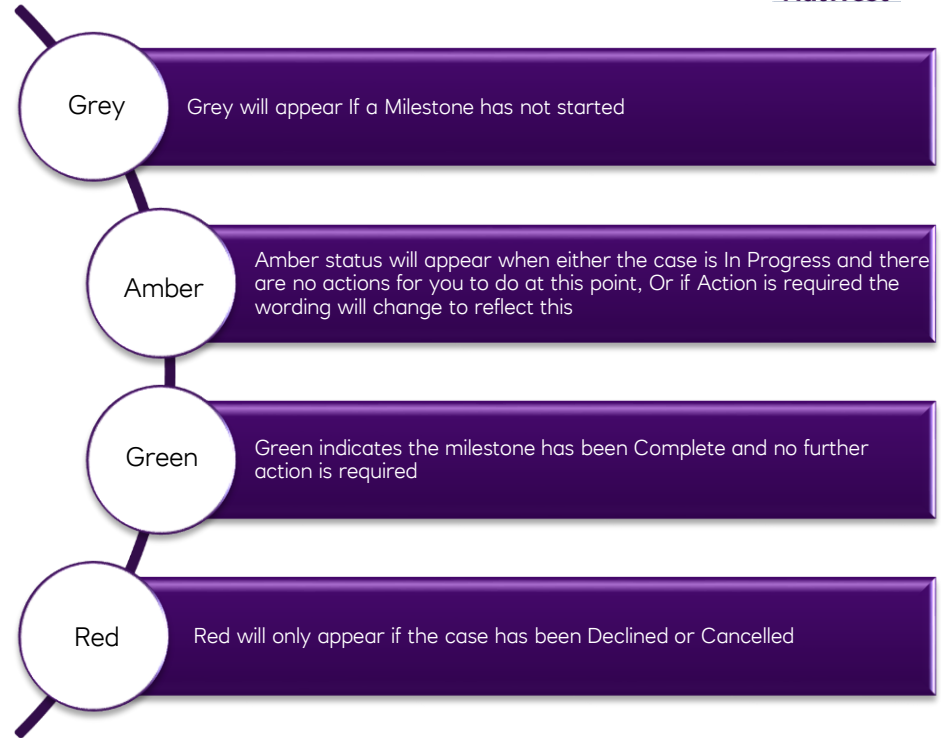
Not Started

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



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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 ⚠

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 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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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