

# Mortgage Case Tracking

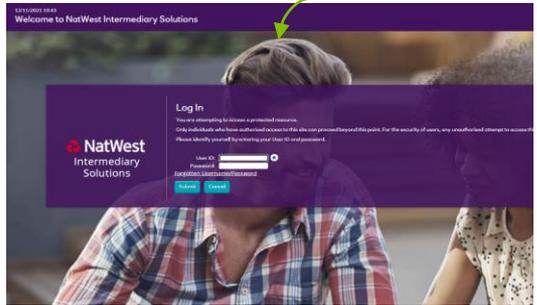
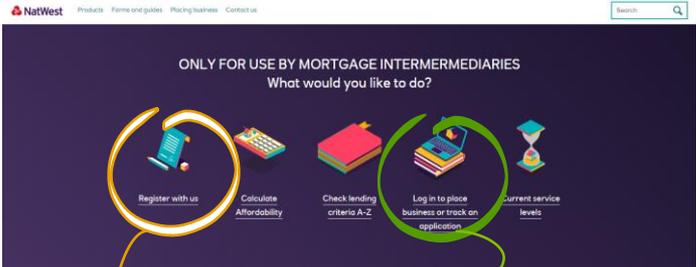


NatWest

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.



## 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

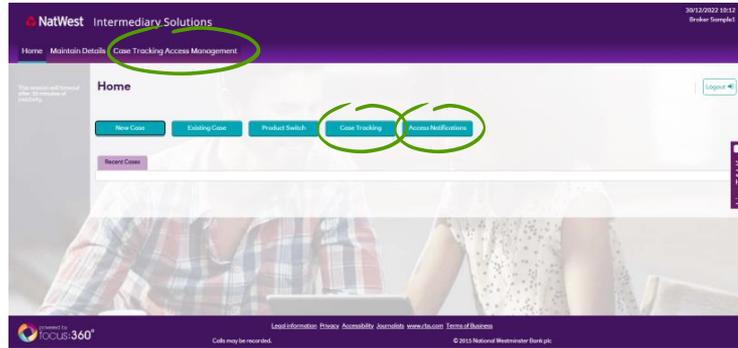
The Broker Administrator Registration form as been expanded to capture your Firm Name, Firm Name, Firm Type and Firm FCA Number [and Principal FCA Number where you have selected Appointed Representative as the Firm Type]  
These details are required to establish a association between you and Brokers within your firm to allow access to be granted to a list view of the Brokers cases

# Mortgage Case Tracking

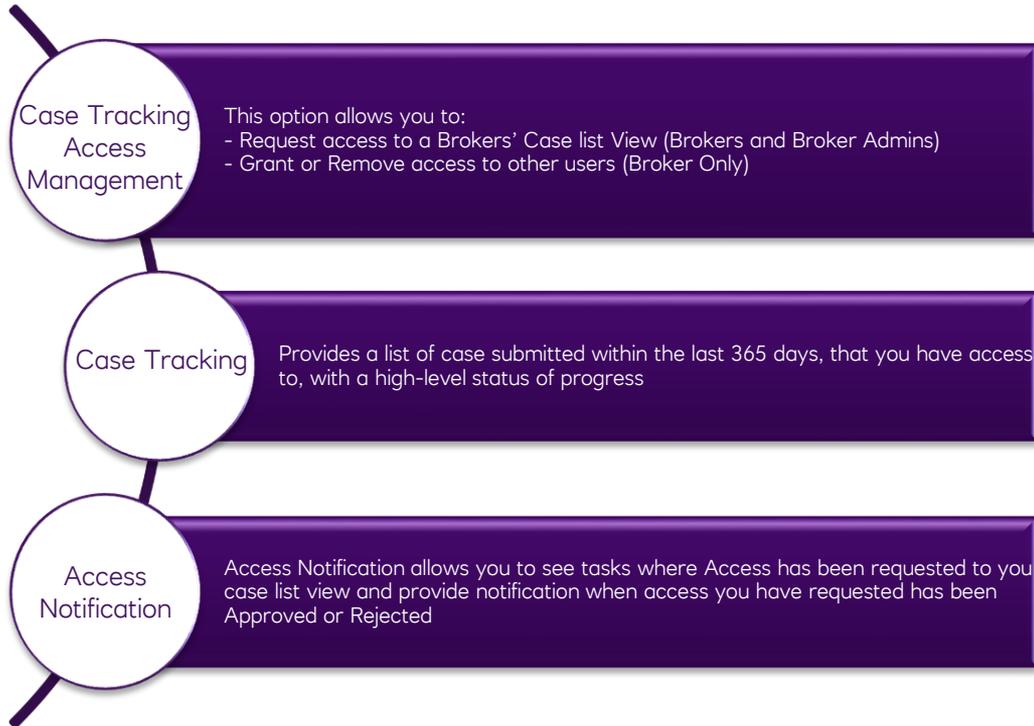
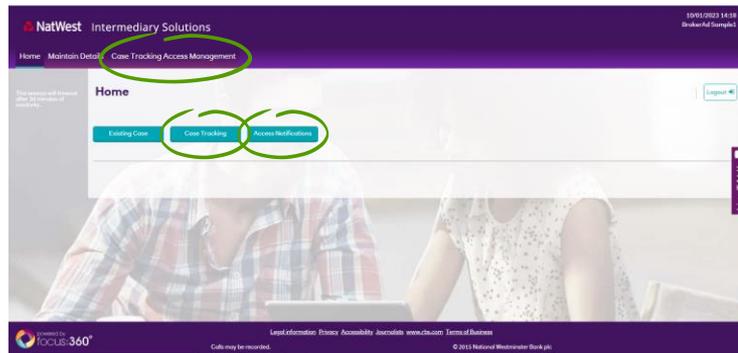
From the home page, You will be able to select 'Case Tracking Access Management', 'Case Tracking' and 'Access Notification'.



## Broker View



## Broker Admin View



# Mortgage Case Tracking

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



NatWest

The screenshot shows the NatWest Case Tracking interface. At the top, there is a search bar with fields for Broker, Client Surname, Client Forename, Date of Birth, Post Code, and Mortgage Reference No. Below the search bar, there are options for Submitted (Last Month, Last 3 Months, All), Sort Order (Descending), and Sort By (Last Modified Date). The main area contains a table with columns for Mortgage Reference No, Details, Last Updated, and Status. The table lists 15 mortgage cases with their respective details and status.

Mortgage Reference No	Details	Last Updated	Status
E088470	Byen Amalno	26/06/2020	Your application is at Completion
E092056	Geddey/Kharyu, Lf Ceyaru	02/06/2020	Your application is at Completion
E086541	Qasbi-Salifu, Firooz Suljib	22/05/2020	Your application is Declined - Cancelled
E086476	Imago-Nidaru, Li Luadigaru-ganaru	13/05/2020	Your application is at Completion
E080889	Chikupu-Narufo, Oiro Suljib	12/05/2020	Your application is at Completion
E084653	Phikung-Mikarufo	09/05/2020	Your application is at Completion
E082044	Nakig-Ofu-epu, Marighe Oeyob	01/05/2020	Your application is at Completion
E083432	Lif-Bihijung	28/04/2020	Your application is at Completion
E085028	Xibaru-epub-Migu	20/04/2020	Your application is at Completion
E087037	Uru-likig-Olo-Baru	08/04/2020	Your application is Declined - Cancelled
E083482	Kipru-Magaru, Mifigaru	01/06/2020	Your application is at Completion
E082781	Faru-Haru, Eruyo-Lipuk	01/06/2020	Your application is at Completion
E082529	Vipru-Drig, Dap-Baru	30/03/2020	Your application is at Completion
E082967	Pipru-Kupru-Lu-Lo-Lo, Haru	28/03/2020	Your application is at Completion
E082000	Firupung-Mugi, Qasbi-Guarigil	28/03/2020	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 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.

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



NatWest

The first screenshot shows the 'Home' page with the 'Existing Case' button circled in green. The second screenshot shows the 'Find Case' section with search criteria: Surname: Smith, Date of Birth: 18/03/1962, and Mortgage Reference No: 84158277. A search results table is visible below. The third screenshot shows the 'Packaging Requirements' page with sections for 'Test Client 1' and 'Proof Of Identification'.

Reference	Details	Last Updated	Status	Servicing Advisor
UNT-0123	John Smith	07/03/2022	Submitted	Richard Fernandes

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

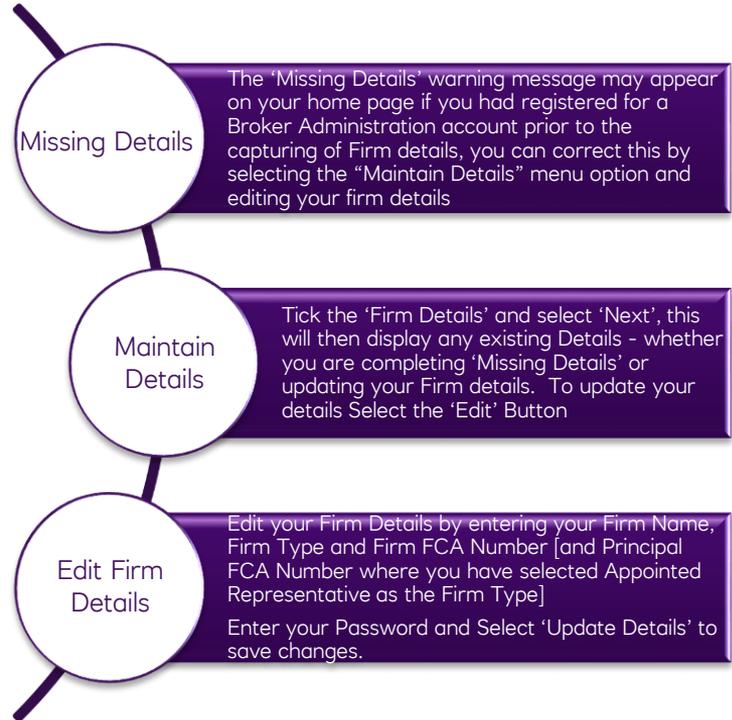
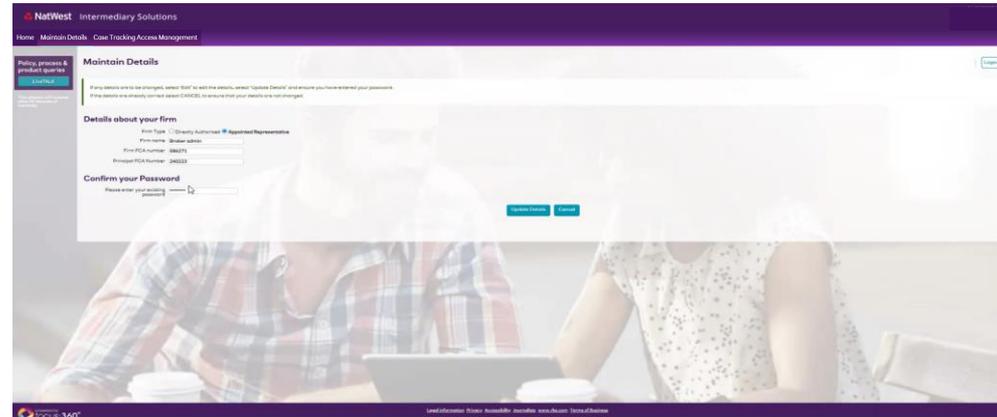
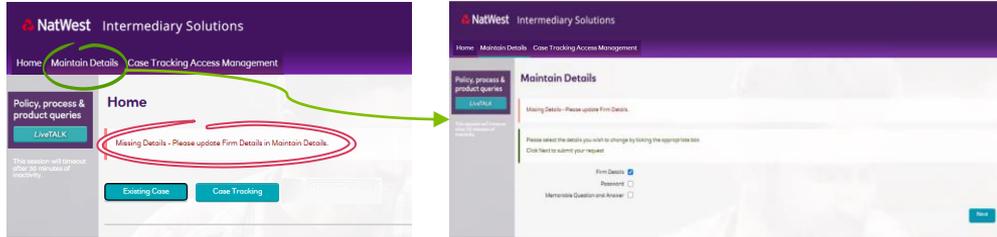
Either option will allow you to see the case tracking, by using select you are locking the case in Edit mode (this is primarily used for uploading document), whereas View Only will not lock the case

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 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).



## Broker View

**Case Tracking Access**

**Broker/Admin Search**

First Name:  Last Name:  Email Address:   
Firm FCA No.:  Principal FCA No.:  Access Status:   
Access Function:  Search:

**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	<input type="button" value="Remove Access"/>
MX Broker Sample4	Appointed Representative	123456	1234567	poul.autherland@natwest.com	Access Granted	<input type="button" value="Remove Access"/>
Mr Broker-Ad Sample1	Broker admin	123456	1234567	poul.autherland@natwest.com	Access Requested	<input type="button" value="Grant Access"/>
MX Broker-Ad Sample4	Broker admin	123456	1234567	poul.autherland@natwest.com	None	<input type="button" value="Grant Access"/>
Dr Broker-Ad Sample6	Broker admin	123456		poul.autherland@natwest.com	None	<input type="button" value="Grant Access"/>
Miss Broker-Ad Sample5	Broker admin	1234567	654321	poul.autherland@natwest.com	Access Granted	<input type="button" value="Remove Access"/>
Ms Broker-Ad Sample3	Broker admin	1234567		poul.autherland@natwest.com	Access Granted	<input type="button" value="Remove Access"/>

**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

## Broker Admin View

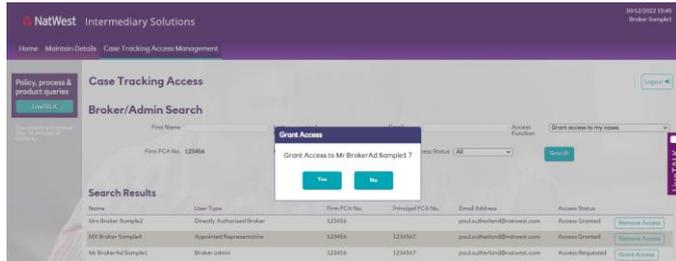
**Case Tracking Access**

**Broker Search**

First Name:  Last Name:  Email Address:   
Firm Post Code:  Firm FCA No.:  Principal FCA No.:  Access Status:   
Search:

# Mortgage Case Tracking Access Management

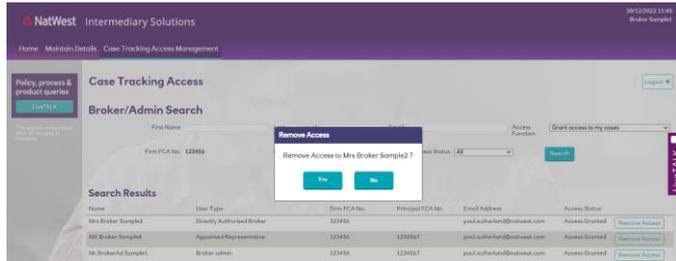
Grant / Remove Access Case List Views to other Brokers and Broker Admins – Broker Only.  
Request Access to Case List Views – Broker and Broker Admins.



**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

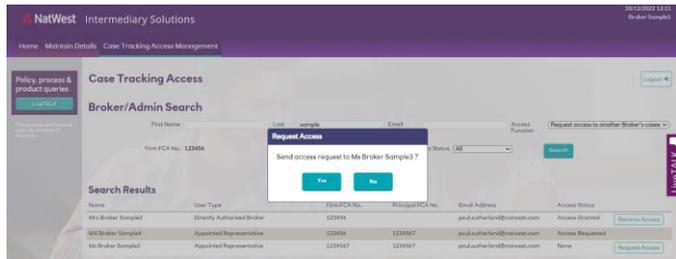
The Access Status will now show as 'Access Granted'.



**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

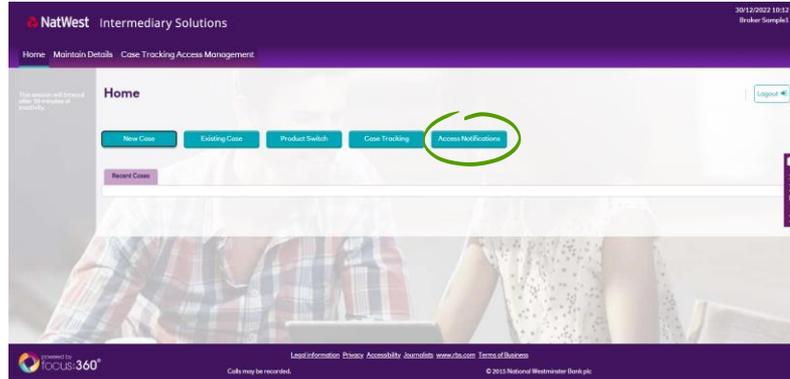
The Access Status will now show as 'Access Requested'

# 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.



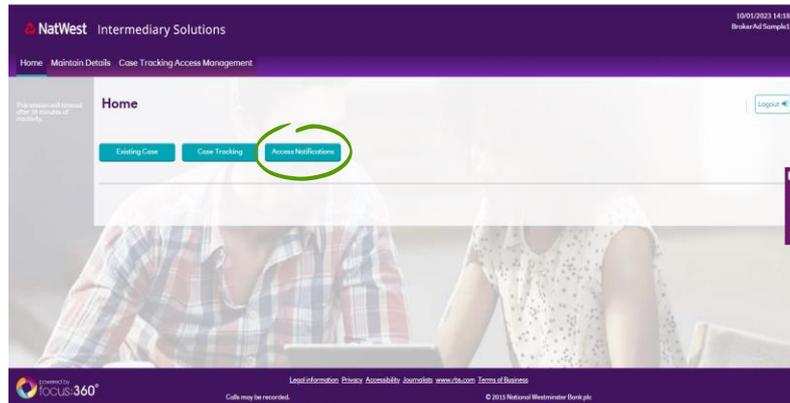
## Broker View



Broker 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 Admin View



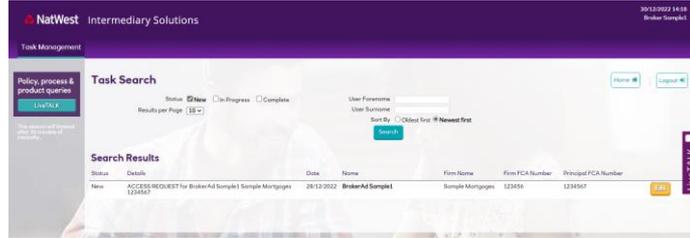
Broker and Broker Admin Notifications

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



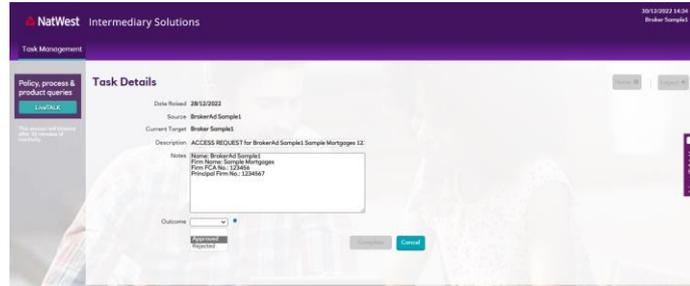
Filter / Search & Sort

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

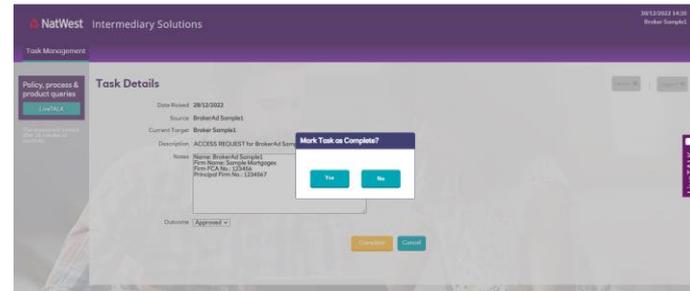
Sort the list by Oldest or Newest



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



**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 HLLJRU SPB  
 Date of birth: 14/07/1989  
 Email: [redacted]  
 Correspondence Address: 49, Xahgmpulm Kpunm Urierpw-Mi-Sgofmd Urigemw  
 Postcode: TW16 7TG

Property to be mortgaged: 49, Xahgmpulm Kpunm Urierpw-Mi-Sgofmd Urigemw  
 Post Code: TW16 7TG

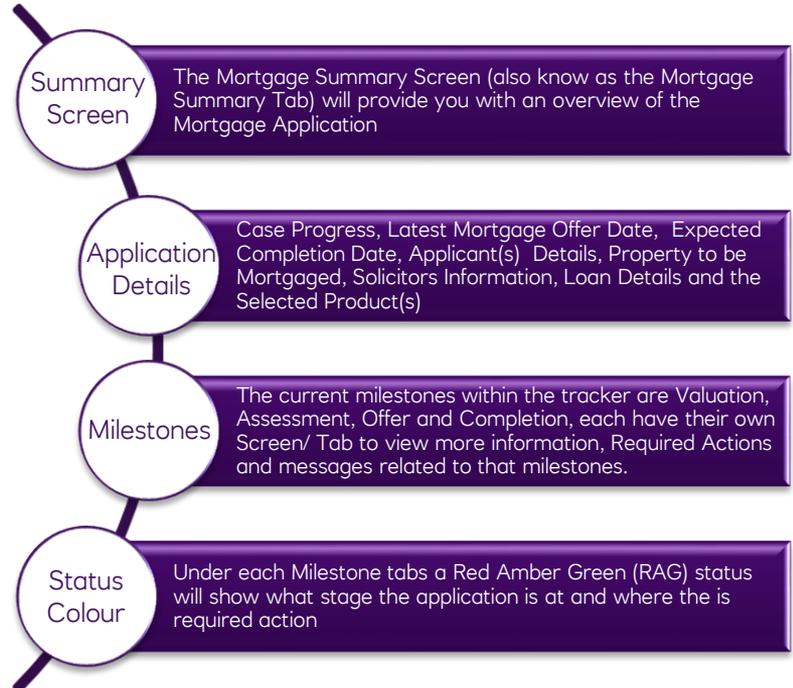
Solicitor Firm Name: ABC.123, Ltd  
 Contact: [redacted]  
 Tel: 5550120123  
 Email: ABC@123.com

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



# Mortgage Case Tracking

Red Amber Green (Grey and Red) Status colours



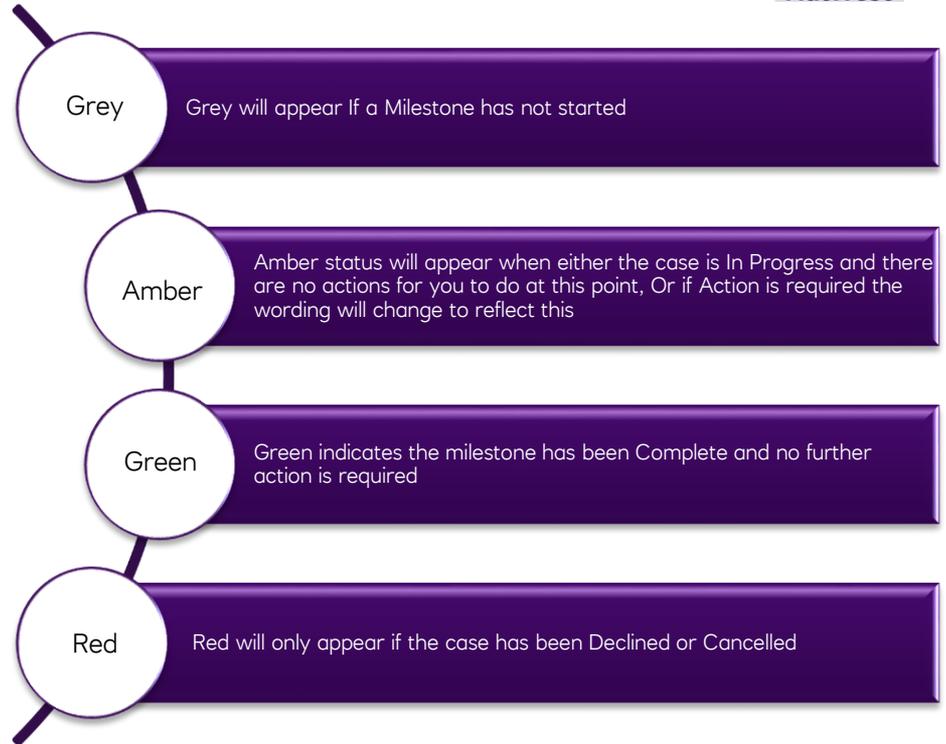
Not Started

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	<b>Property Information</b>	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 key 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 mortgaged, 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



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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