

ONLY FOR USE BY MORTGAGE INTERMEDIARIES



NatWest Intermediary Solutions

Scan & email user guide



NatWest

Step-by-step guide to correct emailing of customer documentation

By following these simple steps you'll ensure that your applications get assessed and processed without unnecessary delay.

LEGIBLE LEGIBLE

1

Make a legible copy of the original documents so that each can be clearly read



2

Certify that each document is a true copy of the original



3

Important!

Mortgage Reference Number must be included on the front page of all attachments



140% Passport
200% Driving
Licence



Set the correct zooming ratio
for scanning documents



Scan all documents in
black & white



Include **Mortgage Reference
Number** in the saved file name
and send as **one PDF** file



Include **Mortgage Reference Number** and **customer surname** in email title



Do **NOT** mark as private and do **NOT** encrypt or password protect



Send to:
intermediarydocs@natwest.com
No need to cc: your BDM



You'll receive confirmation of receipt of documents with timescales

Where to go for help

Help with pre-submission applications

We are happy to help you with queries about client applications on **LiveTALK**, our instant messaging service at **intermediary.natwest.com**.

Use **LiveTALK** for :

- Registration/password queries
- Queries on criteria for new applications
- Queries about using the website



And, get a transcript of your conversation

Help with existing applications



03459 00 11 10

Call our dedicated intermediary mortgage processing centre on our local rate number

Use our online Mortgage Application Tracker to monitor progress of your customers' applications



For more information go to **intermediary.natwest.com**