

# Mortgage Application Tracking System

## Updating you at every stage

Our Mortgage Application Tracking System (MATS) is a service that keeps you up to date with the progress of your client's application up to the point it has been accepted by us.

We'll send you regular email updates when your client's application reaches each key stage in the mortgage application process. Plus you'll receive daily progress summaries giving you the opportunity to view up-to-date information on all your cases. MATS will also send you an email requesting outstanding information if required. This will ensure we process your client's application as quickly as possible. Always make sure that your email address and/or any copy email addresses are included in the application.

### Key stages

You'll receive an email update each time a key stage is reached.

#### Here are the key stages:

- application received;
- information/documents requested;
- information/documents outstanding;
- passed to underwriters for decision;
- valuation instructed; and
- final decision.

To find out about the progress of your case once the application has been agreed and the valuation instructed, log in to Introducer Internet and click on 'Tracking'.

### Why MATS will make your life easier

- No need to call us as we'll keep you updated.
- Hassle free and easy to use.
- Instant email notification at key stages of the process for each case.
- Daily email, updating you with the progress of all your cases.

Instant access 24 hours a day to the Mortgage Application Tracking System via the login on [www.abbeyforintermediaries.com](http://www.abbeyforintermediaries.com)

### How to use MATS

- As well as the email updates we send to you, you can also visit MATS online to view the status of each of your cases 24 hours a day.
- Go to the login page on [www.abbeyforintermediaries.com](http://www.abbeyforintermediaries.com)
- Enter the client's case identifier in the 'Case Identifier' field.
- The case identifier is the reference number displayed when you submit the case online.
- The MATS page displays the date and time a key stage has been completed. Clicking on each stage will give you more information.
- To review other cases, enter the client case identifier in the box on the left of the screen and click on 'Search'.

We are able to provide literature in alternative formats. The formats available are: large print, Braille, audio tape and PC disk. If you would like to register to receive correspondence in an alternative format please give us a call and ask for a 'Preferred Communication Request' form.

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