

Mortgage Application Tracking System

Keeping you updated

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 of completion.

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 underwriter;
- final decision;
- valuation instructed;
- valuation received;
- application offered;
- Certificate of Title received;
- funds released; and
- application completed.

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.
- Ability to provide supporting case information or documentation directly from the case-tracking screen.
- 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

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 or supply case information 24 hours a day.
- Go to the login page on 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.
- Click on the supply case information link to submit information or upload documentation.
- To review other cases, enter the client case identifier in the box on the left of the screen and click on 'Search'.

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please give us a call and ask the adviser to fill in the 'SDST Customer Registration' form.

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