

Top tips for uploading documents

Our award winning application system has been designed with you in mind. Here are some tips to help you with uploading documents, to make the application process as smooth as possible. You can be sure your time is well spent with us.

Using document upload

When you've submitted a full application, visit the 'Actions tab' to view and upload the documents we need for assessment.

Follow these simple tips to make sure your case is processed as smoothly as possible.

- Only upload documents we've asked for.
- Upload documents under the correct folder heading. Wrongly labelled documents will be rejected, and delay your customer's application.
- Scan the full document. Make sure nothing gets cut off and the text is clearly visible. Re-scans won't be accepted.
- Certify all documents online.
- If you need to send anything to us by post, use our handy cover sheet. You can find this in 'Case Overview' in our online application system.

We accept the following:

- PDF or JPEG file types
- High quality images taken by a mobile device
- A maximum file size of 10MB
- Colour or black and white documents
- Up to 50 separate uploads per application (with up to 100 pages per upload).

TOP TIP

To save time, your broker can assign their cases to you, so you can manage them on their behalf. You can upload documents, progress their cases and log in for updates.

Keeping you updated

- Your case will be sent to an underwriter once we've received all the requested documents and the valuation report. So the quicker we get the information, the quicker we can produce your offer.
- Use the 'Actions tab' to see exactly what documents we've received. You can also see what documents we've requested from third parties, including valuations.
- The service update page on our website lets you know our current processing times.

Need help?

Contact our intermediary support team from 8.30am to 6pm, Monday to Friday on 0345 266 8928*.

It's time well spent.



in conjunction with
Bank of Ireland UK
for Intermediaries

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*Lines are open Monday to Friday 8.30am to 6pm. Calls are recorded for training and monitoring purposes. Calls cost no more than calls to geographic numbers (01 or 02). Calls from landlines and mobiles are included in free call packages.

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