

THE NOTTINGHAM LAUNCHES NEW SYSTEM FOR BROKERS PROVIDING FASTER SERVICE AND ENHANCED CAPABILITY

The Nottingham For Intermediaries has unveiled a new online portal for brokers, offering an improved user experience, streamlined processes and faster turnaround times. The new system was created using Salesforce technology and taking on board feedback from brokers.

Brokers can register in less than four minutes and perform a Decision in Principle (DIP), including electronic ID and verification and credit score, in under seven minutes. That can be converted into a Full Mortgage Application, and submitted, in less than ten minutes, which includes the paying of any fees and uploading of documents.

Other features of the new-look portal include:

- Single sign-in
- Accessible via multiple web browsers
- Affordability calculator built into the DIP process
- Ability to see how much can be borrowed on certain products
- Quick and efficient uploading system
- Online payment
- Ability to add fees to the loan to 'burst' the LTV
- Addition of Buy-to-let limited company mortgages
- Day one instruction of valuation
- Quick look-up system for solicitors on panel

The portal is underpinned by technology provided by global software company Salesforce, who The Nottingham is working with to make digital enhancements in areas across the business.

Head of Mortgage Intermediaries Nikki Warren-Dean said: "We're really pleased to share the new portal with our broker network as they helped us create it. Thanks to their feedback and suggestions, we have been able to work with our technology partner Salesforce to deliver a system built around them.

"We pride ourselves on listening to our partners, both with the products we offer and the service we provide so it's great to be able to bring them the new portal which, combined with our direct access to underwriters, simplifies and enhances the application journey."

Alan Donnelly, Head of Financial Services at Salesforce, added: "Salesforce is delighted to be working in close partnership with The Nottingham to create the new broker portal. The delivery team worked hard to put in place the wish list that formed the foundation stones for an exciting and transformed portal and digital journey for brokers. The team have been open, passionate and curious about exploring the possibilities of the new digital environment and how it will allow The Nottingham to better engage with its broker network."

Photo caption: *Head of Mortgage Intermediaries at The Nottingham, Nikki Warren-Dean.*

ENDS

Notes to editor

For further information please contact: Senior Communications Assistant (PR) Chris Kershaw on 0115 956 4347 / chris.kershaw@thenottingham.com or Natalie Fox, Senior Communications Manager, on 0115 956 4491 / natalie.fox@thenottingham.com

About The Nottingham

The Nottingham is a top ten building society and estate agency operating online and via a network of over 60 branches across nine counties. The Nottingham offers a broad range of building society services such as mortgages and savings, as well as whole-of-market mortgage advice provided by Nottingham Mortgage Services. Founded in 1849, The Nottingham is a mutual building society owned by its members with a long and proud history of doing the right thing and helping its surrounding communities prosper.

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