

# Changes to help support your clients

Our mission is to build society, one home at a time.



Here are some of the improvements we've made:

## Recognising and supporting you

- We've put together a **5 point Home Support Package** to help your clients who are still being financially affected by the coronavirus outbreak
- We have a regularly updated **coronavirus support page** to keep you informed of changes to our service and ways we can support you and your clients, including payment holidays and valuation information
- We created a **New Build hub** and guide to help you submit New Build business easier.

## Greater choice and flexibility

- We launched Interest Only across our remortgage range, including part and part lending
- We expanded our fee range to give your clients more options and flexibility
- We now accept applications for the 'First Home Fund Scotland' equity share loan scheme, helping your clients with a smaller deposit get on the property ladder
- Remortgage offers are now valid for 180 days.

## Saving you time

- In NFI Online:
  - Decision in Principles now only leave a soft footprint on your client's credit history
  - We've improved case tracking so you can easily view and search your cases, view the latest valuation information and more
  - You can now amend a case at DIP without having to contact us. Just go into the DIP decision screen and click the 'Change Data' button
  - We've made it easier for you to access your clients' Rate Switch information
- We've simplified evidence of deposit requirements
- Our case management process helps your clients to get a quicker offer
- We've introduced case ownership for all new cases.

For more detail on all these changes, go to [nationwide-intermediary.co.uk/improvements](https://nationwide-intermediary.co.uk/improvements)