

We're here to help you

With specialist support and expertise at the end of a phone or online, we'll do everything we can to make your life easier.



How to get in touch

Our helpful teams are available **Monday to Friday**.

If you have a pre-application question

- We're open **9.30am to 5pm** on **Monday** and **9am to 5pm, Tuesday to Friday**
- You can speak to one of the team through **Broker Chat**
- Or call us on **0345 600 31 31** and select **option 1** for products and criteria

Once you have an offer

- Give us a call on **0345 730 20 11** (we're open **9am to 5pm, Monday to Friday**) and use the following options:
 - choose **option 4, option 1** and then **option 2**

After you submit an application

- You can amend, cancel or get an update on your case via **NFI Online**
- Or give us a call on **0345 730 20 11** (we're open **9am to 5pm, Monday to Friday**) and use the following options:
 - to make a change: choose **option 4, option 1** and then **option 2**
 - for a case update: choose **option 4, option 1** and then **option 3**

Rate Switches

- If you have a question about a Rate Switch application, please use **Broker Chat** and speak with one of our **Technical Support Advisers** (we're open **9.30am to 5pm** on **Monday** and **9am to 5pm, Tuesday to Friday**)

Useful links

A helpful summary of the support available to you - from personal interactions to handy online tech.

If you're viewing online, click the **bold** text to be taken to the right page. **If you're viewing offline**, please head to nationwide-intermediary.co.uk where you can find these links.

- Track your case online through **Case Tracking**
- Visit **NFI Online** to amend, cancel or get an update on your case
- Chat to one of the team on **Broker Chat**
- Contact your BDM through our **BDM Finder**
- Check out our **packaging guide** to save you time

Here to support you like you support us

Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 106078. You can confirm our registration on the FCA's website, www.fca.org.uk

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