

# Packaging support

Helping you receive a quicker offer

**On average, 1 in 2\* applications received are delayed due to packaging issues.**

Here are some points to remember when submitting proofs to us so your case can be processed quickly. We're able to accept scanned documents for proofs, but did you know there are a range of **free scanning apps**, such as Adobe Scan<sup>®</sup> that can save you time and improve the quality of your case packaging? If you have lots of individual pages, you can collate them into one document or if your client sends you payslips and bank statements as one document, it will allow you to scan them separately. **Please note:** sending **proofs we haven't requested** can delay your application.

<b>Bank statements must</b> <ul style="list-style-type: none"><li>• Contain all pages, including cover pages for postal statements.</li><li>• Be full months for the period requested.</li><li>• Show the full account number and sort code.</li><li>• Show the applicant's address, full name (or initials and surname) and match the application.</li><li>• Online statements don't need the full address displayed.</li></ul>	<b>Payslips must</b> <ul style="list-style-type: none"><li>• Show the pay date.</li><li>• Be the latest payslip at the point of upload.</li><li>• Match the name and address (if present) on the application.</li><li>• Show the employer's name and match the application.</li><li>• Show net pay and gross pay.</li></ul>
<b>Disability benefits award notices must</b> <ul style="list-style-type: none"><li>• Be dated within the last 12 months.</li><li>• Contain all necessary<sup>#</sup> pages.</li><li>• Match the name(s) on the application.</li></ul> <p>Benefit statements are only required for certain payments. To check which ones, go to the benefit income section of <a href="https://nationwide-intermediary.co.uk/proofs">nationwide-intermediary.co.uk/proofs</a></p> <p><sup>#</sup>We only require the pages that evidence the benefit is paid regularly to our applicant and confirm the income position. Do not include any pages relating to health/medical information. Please refer to <a href="#">lending criteria</a> for further details.</p>	<b>Proof of name and address</b> <ul style="list-style-type: none"><li>• A UK passport or UK photo driving licence can be used as proof of name and/or proof of address.</li><li>• Where proofs show an address it must be the customer's current address.</li></ul>

For details, go to [nationwide-intermediary.co.uk/proofs](https://nationwide-intermediary.co.uk/proofs)

## And remember...

- All proofs requested for the date range required must be included.
- The details on the proofs must match the application.
- The applicant's name and address must match on all proofs (to include nationality and date of birth where applicable).
- For paper applications, please send any requested documents to (NACMPOSUpdates@nationwide.co.uk).
- For more hints and tips, go to [nationwide-intermediary.co.uk/packaging-guides](https://nationwide-intermediary.co.uk/packaging-guides)

For any queries please contact one of our experienced advisers on [Broker Chat](#)

\*Source: 'Right first time' measure for supporting documents, December 2022. <sup>®</sup>Most scanning apps are free and easy to use. To download, please visit the appropriate App store for your device. Nationwide Building Society is not responsible for the content or accuracy of external websites.