Mortgage Application
Rome Document Upload Guide

The **Mortgage Store**
Powered by **Bank of Ireland**

Top tips for **uploading documents**

When you've submitted a full application, visit the 'Actions tab' in our online application system to see which documents we need for assessment. Here you can also upload everything we need.

Your case will be sent to an underwriter for assessment once we've received all the documents.

Using document upload

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, delaying 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.

Here are some useful technical information to be aware of:

- Accepted file types – PDF only
- We accept high quality images taken by a mobile device at its actual size
- Maximum file size – 10MB
- Accepted document formats – colour or black and white
- Number of Uploads Up to 100 separate uploads per application.

Save time

You can assign your case administrator(s) to manage your cases for you. They can upload documents, progress your cases and log in for updates. Just call us so we can verify their access.

Keeping you updated

- Your case will be sent to an underwriter once we've received all the requested documents. 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 what our current processing times are.

Need help?

Contact our broker specialist team from 9am to 5pm, Monday to Friday on 0818 200385/012500385

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FOR INTERMEDIARY USE ONLY

*Lines are open 9am – 5pm Mon to Fri. Calls may be 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.