



ROME Updates 3rd November 2025

In this update, we’re pleased to share some recent improvements to our ROME platform. These enhancements are designed to make your application and document upload experience even smoother. Your feedback continues to be invaluable in helping us improve our systems, so thank you for sharing your thoughts with us.

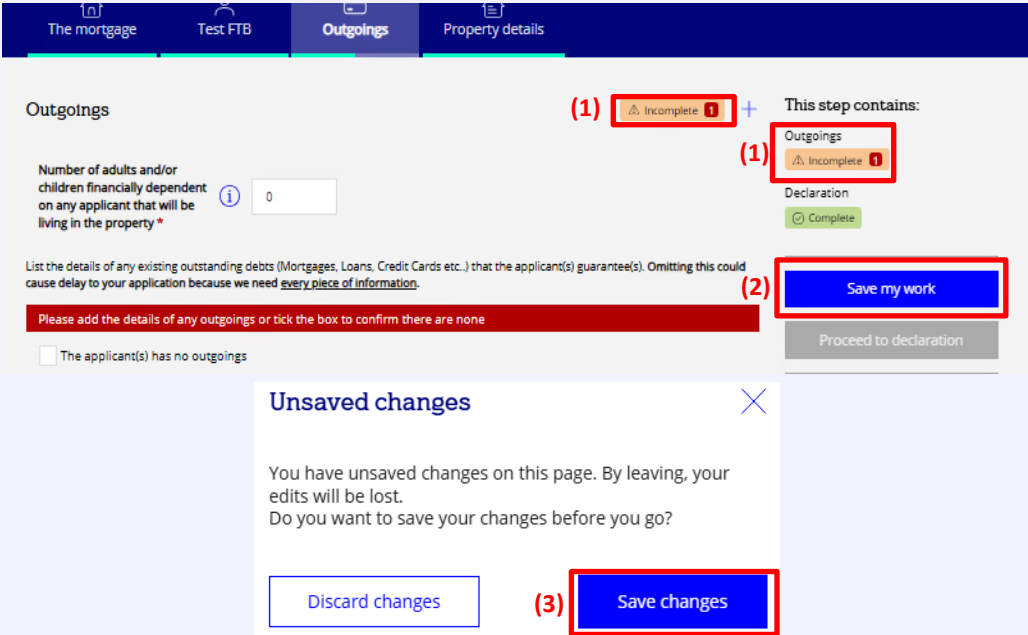
If you have any comments or suggestions about this newsletter, please feel free to share them with us via email [BOIBrokerRMTeam@boi.com](mailto:BOIBrokerRMTTeam@boi.com) or speak with your Relationship Manager.

1. Enhancement to New Application Process

We have introduced a number of improvements to the application submission process. These will deliver a more seamless user experience and enhance the journey of submitting an application on ROME.

The enhancements include:

- ✓ The application will now show an ‘error count’ so that you, the broker, will know how many fields have to be corrected before submitting an application. See image below (1)
- ✓ Notification to state that application can only be submitted when all sections are completed.
- ✓ A global ‘save my work’ button which will allow you to save all changes across the whole application. See image below (2)
- ✓ If an attempt is made to exit a page without saving, a notification will appear to let you know that there are unsaved changes. See image below (3)
- ✓ Removal of the ‘cancel’ button to ensure that any unsaved information is not lost.
- ✓ Features now include automatically collapsing completed sections, opening the next section in sequence, collapsing all sections when the form is complete, and leaving sections with errors expanded.
- ✓ The ‘Proceed to Declaration’ button will now only be enabled when all mandatory fields are completed.





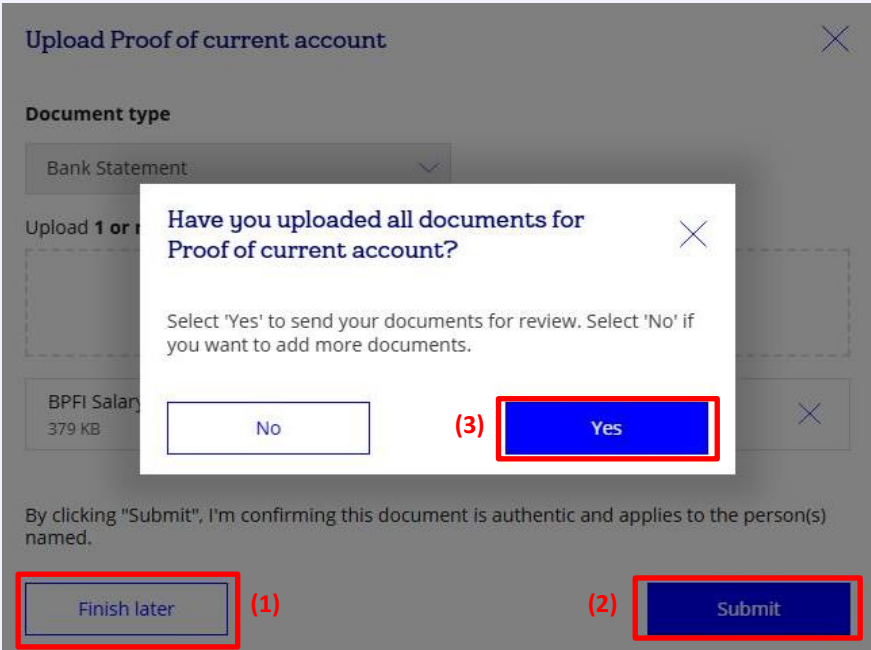
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2. Proof of Account Placeholder

We have introduced three enhancements to the Proof of Account placeholder (see screenshot below).

- ✓ Should you initially only upload part of the required documents but are not yet ready to submit all documents to the placeholder, there is now a “Finish later” button (1)
- ✓ Once you have all required documents uploaded, you should click ‘Submit’ (2)
- ✓ When multiple documents are uploaded, you will now need to select ‘Yes’ to confirm that all documents have been uploaded (3)

These will only impact the ‘Proof of Account’ placeholder and document type ‘bank statement’ & this update will help to remove the issue of incomplete documents being uploaded.



3. Rejected Documents

We have introduced an additional enhancement for ‘rejected’ placeholders. Along with any new required documents, you can now re-upload previously rejected files. This is to make the process of re-uploading rejected documents smoother.

4. Deletion of Unfulfilled Mortgage Applications

To comply with requirements under GDPR, to minimise the amount of data we hold and implement privacy by design to meet our Regulatory obligations, the below action is required:

- Unfulfilled applications on ROME that have remained in the same incomplete status for more than 12 months plus 1 day will be deleted. The dates of these applications range from 2018 to December 2023.
- All information on ROME included in the unfulfilled application will be deleted. This includes customer name, address, financial details and any documents uploaded will also be deleted.