

Broker News

5th August 2022



ROME Enhancements, Printable Rate page, Direct Debit Mandate, Foreign Documents, Couriered documents

ROME Enhancements

We have made some changes to our ROME platform to further enhance your application experience:

1. New 'Credit Memo' and 'PDH Calculator' placeholders have been created so that you now have a specific place to upload these items, removing the need to upload them under 'Miscellaneous'.
2. Salary Cert, Payslip, P60/EDS, PPSN placeholders have changed to 'multi-upload' so you will be able to upload multiple documents to these placeholders removing the need to merge them into one to upload.

Printable Rate page

You can now download a printable version of our suite of rates from our Broker Website. We have added this function following feedback from you, our brokers.

Please follow the link below for access:

[Broker Website - Product Rate section](#)



Mortgage Rates 15/03/2022

[View](#) [Print](#)

Direct Debit Mandate – Mortgage Account number

Mortgage Account number to be noted on Mandates

Direct Debit Mandates must be submitted with our 7 digit Mortgage Account number noted on them (e.g. 1601111), **NOT** the Rome Case ID.

In order for us to be able to proceed with the document on first submission, please ensure correct Mortgage Account number is noted on the form.

Foreign statement/documents

Any documents in foreign language must be translated prior to submission

To ensure that we can process them in a timely manner, translations should be submitted with any foreign statements or documents.

Couriering Documents

Courier only, no hand delivered documents

We would like to highlight that if any documents need to be sent in to be scanned on urgently, that they be couriered in only. Any courier documents received are recorded in our logs and it reduces the risk of them being mislaid.

Documents should not be hand delivered by customers.

Address for couriering documents:

**Mortgage Ops
Info Centre
IT Centre
Cabinteely
Dublin 18
D18 RP20**