



Service Level turnaround times, Christmas cut-off dates, ROME enhancements & Photo Identification requirements



As we approach the busy end of year period, please note the following important dates and turnaround times to help you to manage your customer pipelines.

Service Level turnaround times

On ROME, we advise by Case Message of expected turnaround times at each stage of your customer's application. This serves to keep you informed at all stages of when to expect an update on the case.

We ask that you check Case Message updates for expected turnaround times, which should reduce the need for calls made to our Broker Specialist team where cases are still within SLA.

Pre-Christmas Drawdown dates

Deadline date for final docs for pre-Christmas Drawdown: **15th December**

Deadline date for payment of Cashback pre-Christmas: **15th December**

Final date for drawdown funds to issue Pre-Christmas: **20th December**

Important to note:

We recommend that all documents that are required for the completion of cases are sent a minimum of 5 working days prior to the above-mentioned dates and are to the satisfaction of the bank. This will avoid delays which may impact completing loans prior to the 15th December (Christmas cut off) . We would also recommend engaging with solicitors to ensure consistency with above.



ROME Enhancements

ROME Enhancements

Enhancement to ‘copy case’ functionality now giving the option to copy across all placeholders and documents within them.

You now have the ability to copy a case, plus all placeholders and documents, to a new case creating a new Case ID number.

To do this:

- 1. click ‘Copy as new Case’ button in your ‘Case Overview’ screen.
- 2. After clicking this button, a new window will appear. Select ‘Yes’ under ‘Copy case placeholders and documents?’ if you wish to bring these across to the new case.
- 3. You also now have the ability to change the ‘case segmentation’, E.g. where a case should have been submitted as a switcher instead of a purchase. See screenshot below, select ‘Yes’ under ‘Change case segmentation’ and select relevant option.

Note: Rejected documents will not carry across to new copied case.

1.

Need help?

Read our FAQs for more information about using our mortgage application system.

Contact us

Please send us a case message or call us on 081 8200 385 / 01 2500 385 Mon - Fri between 9am and 5pm. All calls will be recorded for training and monitoring purposes.

Copy as new case

View AIP certificate

2.

Are you sure you want to copy as a new case?

If you have previously submitted an AIP for this case, a new case ID will be created and a new credit footprint will be made.

Copy case placeholders and documents? *

☒ Yes ☐ No

Some duplicate or redundant placeholders may be copied over, which will have to be manually deleted. For cases older than 3 months, copying placeholders isn't recommended.

Change case segmentation? *

☒ Yes ☐ No

Is this a switcher or purchase? *

☐ Switcher ☐ Purchase

Cancel

Copy Case



Identification document requirements

Proof of photo identification

Guide for satisfying photo identification requirement

We have reviewed our ID requirements & procedures. Perfected ID is required to be able to submit your application to Credit underwriting for assessment & to meet all regulatory requirements.

This will also ensure that incorrect documents do not cause any further delay later in the process e.g. pre-Letter of Offer or pre-Drawdown.

We require the following as acceptable form of ID.



Please ensure to provide the identification page of the Passport or Drivers Licence so that it looks similar to the image shown.

Please ensure that the image:

- ✓ Shows a slight border around the document as per example shown to ensure that all **4 corners** of the document are **fully visible**.
- ✓ Shows **face** and all **details clearly**.
- ✓ Should be **fully legible** and no information or corners should be covered (including **Document number**).
- ✓ Has the **same NAME** as it appears on application.
- ✓ Is a **current document** (not out of date)