



ROME Enhancements

The Mortgage Store is delighted to share with you a couple of enhancements made to ROME following a development release on Sunday 16th July.

We are committed to the continuous improvement of our ROME system. This weekend’s two enhancements are the first of many more to come and are being put in place as a result of your feedback to our teams, please keep the suggestions coming.

Please see below details of the enhancements being added:

Case Message Categorisation

Dropdown menu to allow the categorisation of Case Messages

When submitting case messages, you will now have the option to select from a dropdown menu of categories. This will allow for the case message category to be identified correctly and will assist in the management of case message queries.

Credit Underwriter assessment

40 (O10) Green 5 Year Fixed up to and including 60% LTV | 30 Year term | €300,000 Loan | LTV 50%

Overview

Case documents

Messages1

Upload your documents

Send a new message

Contact us using the message box below. We will reply to your message within 2 working days.

Select a category*

Please select

Please select

Change in Proposal – Rate/Term/Funding/Gift

House Hunter to property Specific

Loan offer enquiries

Completions enquiries

Other

Send case message

Message categories:

- 1. **Change in Proposal – Rate/Term/Funding/Gift:** To be used where you are submitting a Change in Proposal
- 2. **House hunter to property Specific:** To be used for Change in Proposal requests where a House hunter application is changing to Property Specific application
- 3. **Loan Offer enquiries:** Any queries relating to outstanding items for Loan Offer or queries on the Loan Offer itself
- 4. **Completions enquiries:** Any queries relation to Completion conditions or upcoming drawdown
- 5. **Other:** Any queries that don’t fall under the above mentioned categories.



ROME Enhancements continued...

Display of Placeholders

Following recent feedback we have enhanced the placeholder tabs. Packaging Lists will now be broken into three sections – Assessment, Pre-Completion and Completion.

When placeholders are published, Rome will display all available placeholders under each tab Assessment, pre-completion and completion to help you manage the mortgage Journey more efficiently.

Placeholders will become available under each tab depending on the stage of the Journey.

Should you have any queries, please contact your Relationship Manager or our Broker Specialist team for guidance.

40xxxxx

Credit Underwriter assessment

(O10) Green 5 Year Fixed up to and including 60% LTV | 30 Year term | €300,000

Overview

Case documents

Messages1

Upload your documents

Applicant information needed

All applicants

Mary

John

Assessment

Pre-completion

Completion