Working with **mte**

Useful Hints and Tips

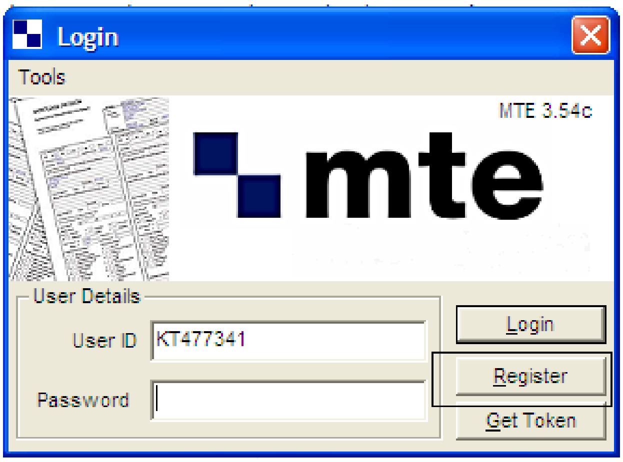
mortgage trading exchange

www.mtedirect.co.uk

1. Registering for the Mortgage Trading Exchange **(mte)**

Did you know…registering for mte takes just 5 minutes and will give you access to send your electronic applications to over 80% of the lender market share from just one place!

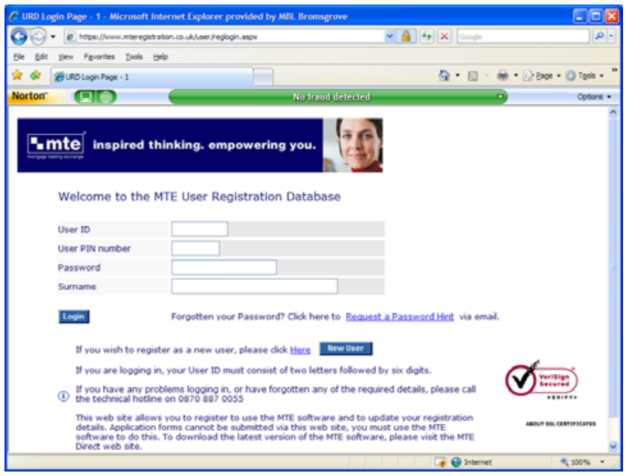
There are two ways to register for **mte.**



Mortgage Brain Premier User:

Click on the **'Register'** button on the **mte** login box from the main menu of broker.

Non-Mortgage Brain user:



Simply go to:

www.mteregistration.co.uk/user/reglogin.aspx

Just follow the simple on screen prompts, complete the relevant sections and you will be registered to **use mte** within just 5 minutes!

During the registration process, you will need to choose a password and pin number. You will be automatically provided with a User ID.

2. Submitting Applications

Submitting a mortgage directly to a lender or packager couldn't be easier when you use the Mortgage Trading Exchange (**mte**)

- Accord
- Alliance & Leicester
- Astra Mortgages
- AToM
- Bank of Scotland
- Chelsea BS
- C&G
- Clydesdale
- Coventry BS
- Dunfermline BS
- Furness BS
- Godiva
- Halifax
- Ipswich BS
- Mortgage Times
- Nationwide BS
- NatWest
- Northern Rock
- Platform
- Royal Bank of Scotland
- Scottish Widows Bank
- Skipton BS
- Standard Life Bank
- The Woolwich
- Tipton & Coseley BS

Having access to all of these lenders in one place means that you don't need to keep logging in to individual websites!

- You will need to ensure that you register with each individual lender to confirm that you are a registered intermediary **before** you start submitting cases to them via mte.

- Having registered with the lenders by phone or fax, please bear in mind that you may need to wait a couple of hours before submitting your application to them via mte.

- If you are submitting cases to Northern Rock, Nationwide and Accord please be aware that you must complete an AIP before you complete a full application.

- The **mte** software automatically pre-populates data into the software provided by Alliance & Leicester, Bank of Scotland and Halifax. Just make sure you have installed their software first on your computer, then using **mte** you can seamlessly pre-populate your client's data from Mortgage Brain to these lenders via **mte**.

For **mte Standalone**, don't forget to update **mte** on a regular basis – this will ensure that you always download the latest lender application forms.

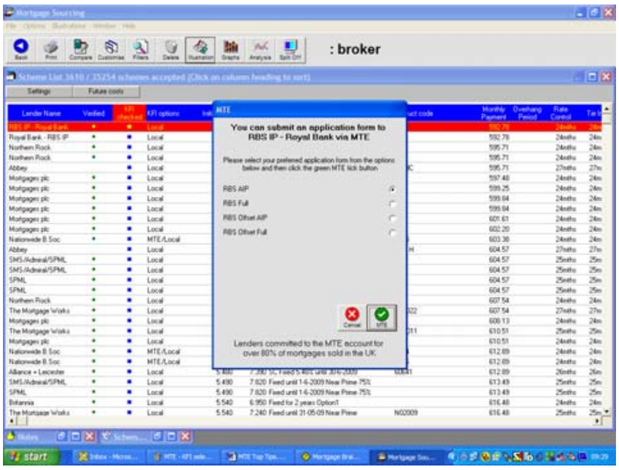
3. Accessing **mte** from Mortgage Brain's scheme list

Did you know….there are different ways to access the Mortgage Trading Exchange (**mte**) within the Mortgage Brain system?

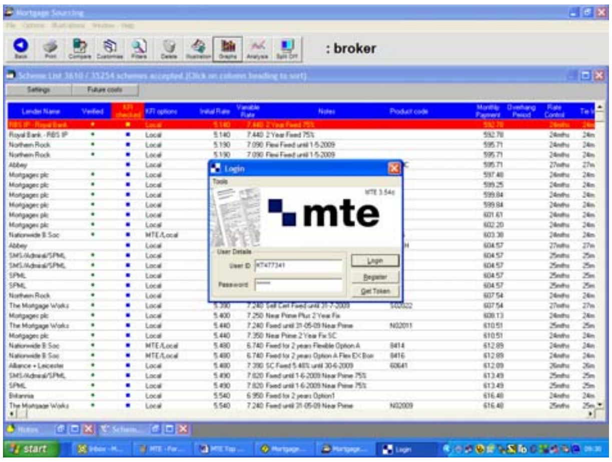
- Once you have produced an illustration within Broker, you may be familiar with a box appearing in front of you to enable you to complete an application form for your client.

  This box is visible when you have chosen a lender or packager whose form is available on **mte**.

- To continue with this option, select the application form you wish to complete and select **OK**.



- You will then be taken to your **mte** log in box. Enter your password and select **Login**.
- **mte** will automatically open your chosen form.
- The form will have already pre-populated with the data that you have previously captured on your client, ensuring that you have minimal work to do to complete the application form.
- Once the form is complete, submit the application and await your instant decision.

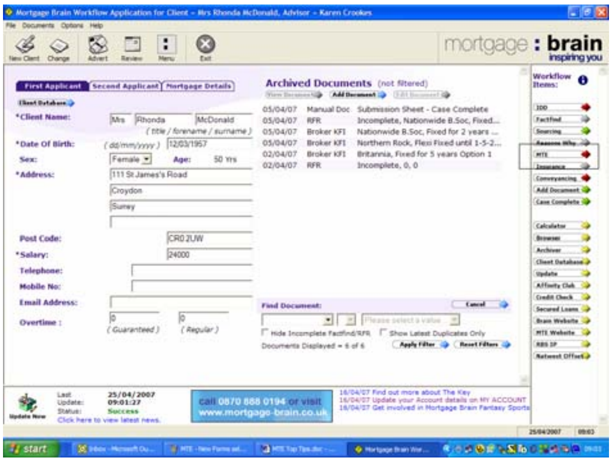


mte
mortgage trading exchange

4. Accessing **mte** from Mortgage Brain's Workflow menu

Did you know…you can access mte from the main workflow menu, giving you access to submit applications to over 80% of the lender market share?

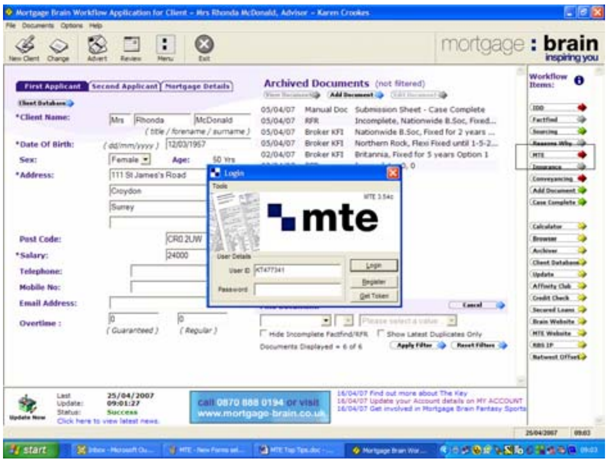
- On the right-hand side of the main Workflow menu, you will see the **mte** button.



- If you have not already used this button, the arrow will still be displayed as red. Once you have submitted your case, via **mte**, the arrow will change to green.

- Workflow will automatically include the completed application form in the list of documentation for your client.

- When you click on the **mte** button, the usual **mte** login box will appear before you. Simply complete your password details and select **Login**.

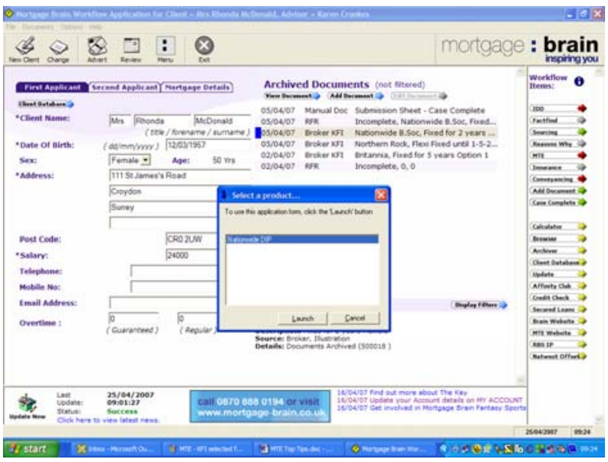


- Continue the completion of the chosen application form as usual, submit the case and await your decision.

- If you have produced a number of KFIs for your client, **mte** will open up the form of your choice.

- To enable it to do this, firstly select, with your mouse, the KFI that you wish to base your application on.

- Then press the **mte** button on the right-hand side of the screen. Workflow will display a box containing all of the application forms available from that chosen lender or packager. Select the application of choice, click on **Launch**.

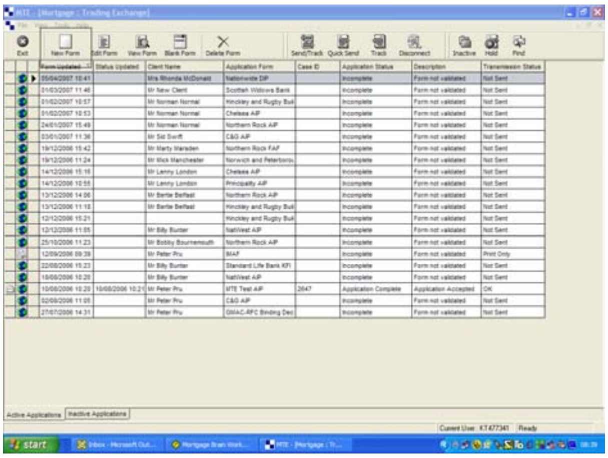


- The **mte** login box will appear. Simply enter your password details, click on **Login** and **mte** will open up your chosen application form automatically ensuring that it has pre-populated all the client detail previously captured.

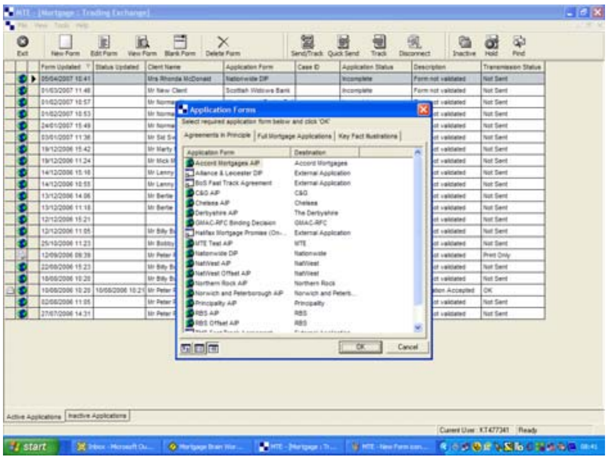
5. Selecting a new application form from **mte**

Did you know….you can select a new application form for your client from over 40 forms held on mte?

- Having logged in to **mte**, you will see a row of buttons at the top of the screen.



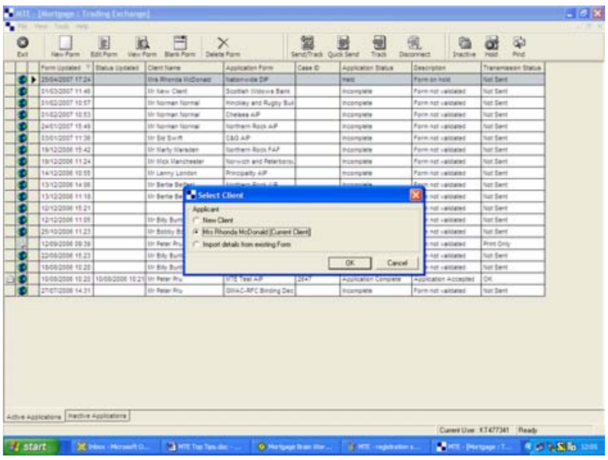
- By clicking on the **New Form** icon, this will allow you to select your required application form from the list available on **mte**.
- You will see that the list is divided into Agreements In Principle; Full Application Forms and Key Facts Illustrations.
- Simply select the form that you wish to complete from the relevant tab and click **OK**.



- You will then see an Applicant box appear. This prompts you to select whether you are starting with a brand new client or if your current client is the one that you wish to use.

  Just ensure that you select the right option and click **OK**.

  Don't forget! Because **mte** doesn't need to be connected to the internet for you to complete forms, this means that should your client not have all the information to hand when you are applying for their mortgage you can always store the application and finish it at a later date.



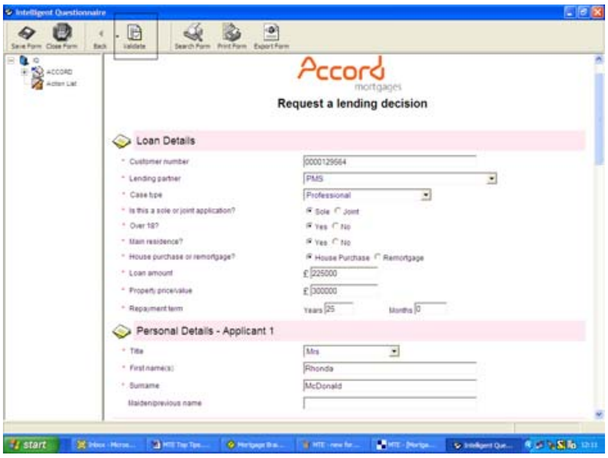
6. Completing a new application form on **mte**

Did you know….using the Validate button on mte means completing an application form couldn't be quicker!

- Once you have chosen your application form to complete and it appears on your screen, you will notice that the client information collected so far would have been automatically pre-populated for you.

- To finish completing the outstanding questions, you can either work your way through the questions by scrolling down through the application form until you get to the end.

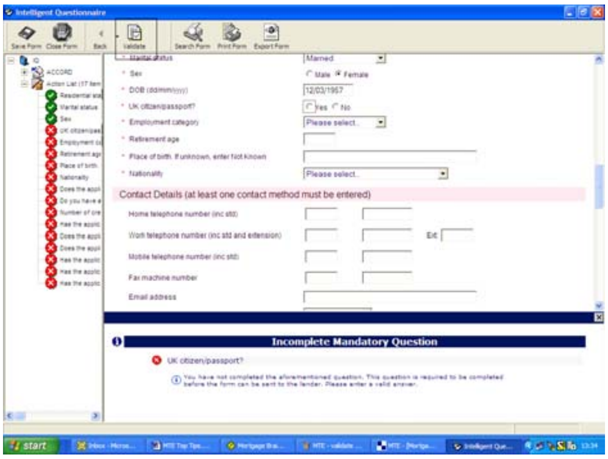
  Alternatively, you can use the validate button at the top of the screen.



- Having clicked on the validate button, this will provide you with a list of items that are outstanding. Only once you've completed all of these items will the form be sent to the lender.

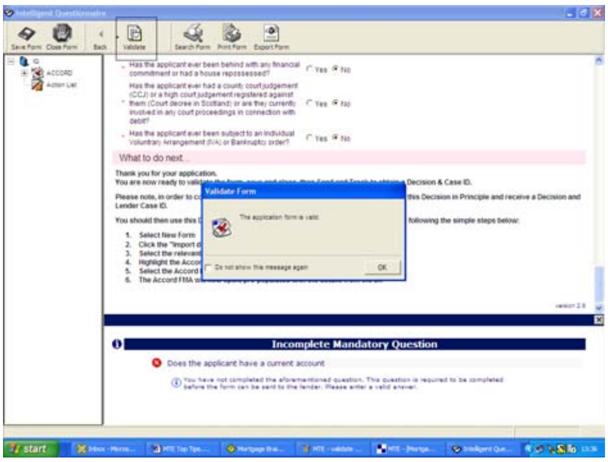
- As you answer the questions and move onto the next one, you will notice that the red cross will change to a green tick.

- Once you have completed all of the outstanding questions, click on the validate button once more to check that the application is complete.



- If you have completed all of the mandatory questions, you will see a confirmation box appear. Click **OK** and the application is saved and is now ready to send to the lender.

Don't forget! mte is an offline application which means you can save and edit your application form as many times as you want to before submitting it to the lender.



7. Amending an existing application form

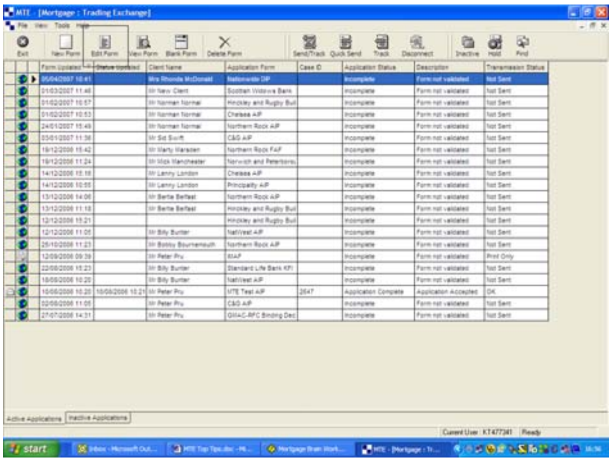
Did you know…you can edit your client's application form as many times as is required before submitting it to the selected lender/packager?

- On entering **mte**, you will see a row of icons at the top of the screen.

  You will also see a list of application forms in the grid below the icons.

- To amend your client's application form, simply select their name from the list and then click on the **Edit form** icon.

  The form will automatically open up and allow you to continue amending it until it is completed.

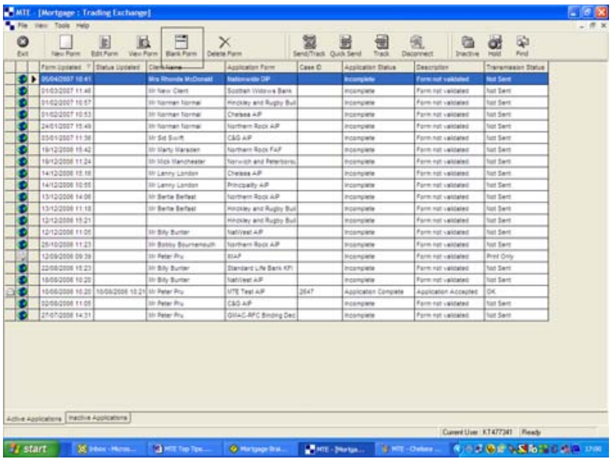


Don't forget! You cannot amend a form once it has been submitted to the lender

8. Printing a blank application form

Did you know…you can print out a blank application form from **mte** to enable your client's to complete the form at their leisure?

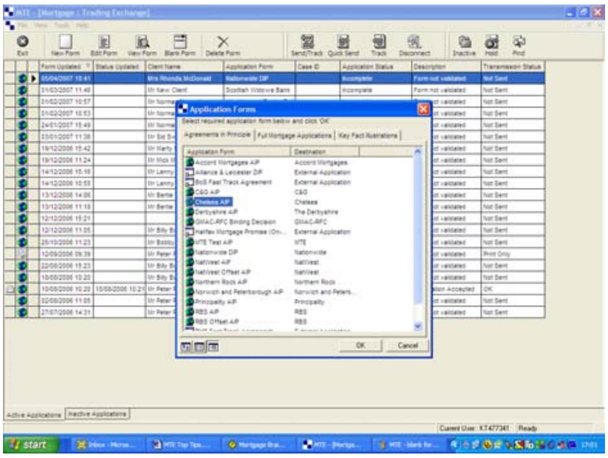
- If you want to print a blank application form to complete manually or even email to your client to allow them to complete the form, then simply log in to **mte** and select the **Blank Form** icon at the top of the screen.



- This will display the forms available within **mte**. You will see the forms are divided into three sections:

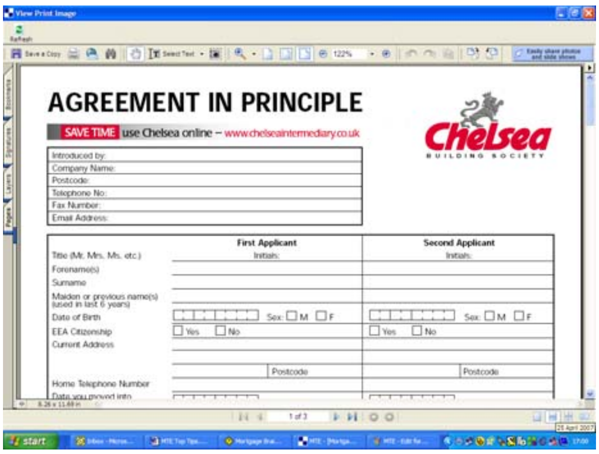
    - Agreements in Principle
    - Full Mortgage Applications
    - Key Facts Illustrations.

  Simply highlight the form that you wish to print and then click **OK**.



- **mte** will display the form in a PDF format. This will allow you to:

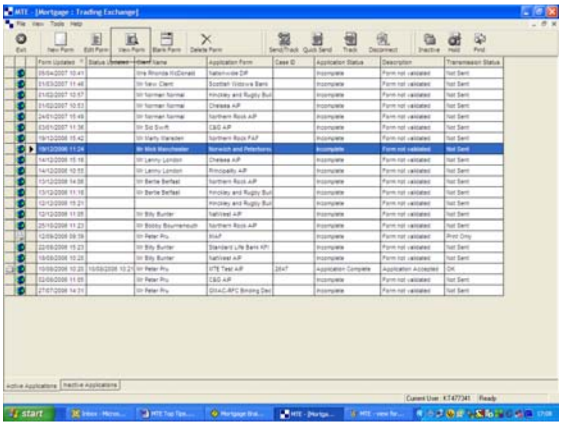
    - Print a blank copy
    - Save a copy to your files
    - Save a copy and email to your clients



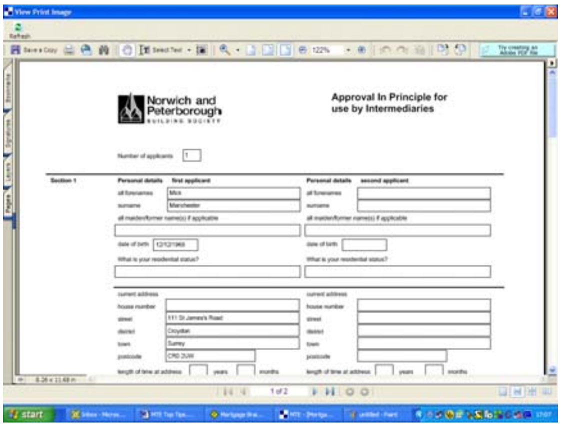
9. Printing a completed application form

Did you know…you can print out a completed application form to send to your client for their own records at the time you complete the application or at any time in the future?

- From the **mte** forms grid, just select the client's application entry, and then click on the **View Form** icon at the top of the screen.



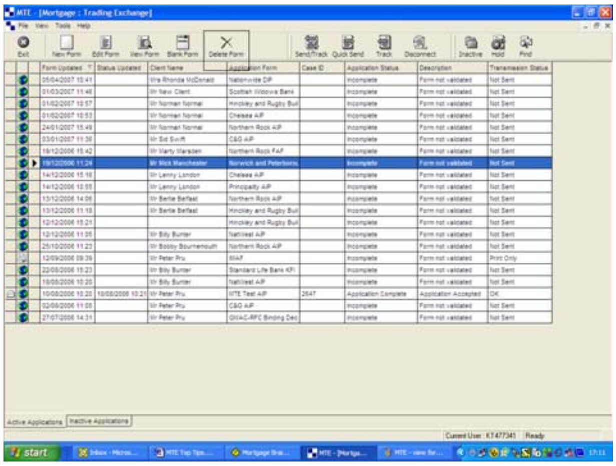
- This icon will allow you to display a PDF of the application form, pre-populated with your client's information.
- The form can be saved and emailed to your client. Remember that viewing a form in this way won't allow you to edit it. Amending a partially completed form can only be done by selecting the correct client and using the edit form icon.



10. Deleting application forms

Did you know…you can easily delete client's application forms from your **mte** grid?

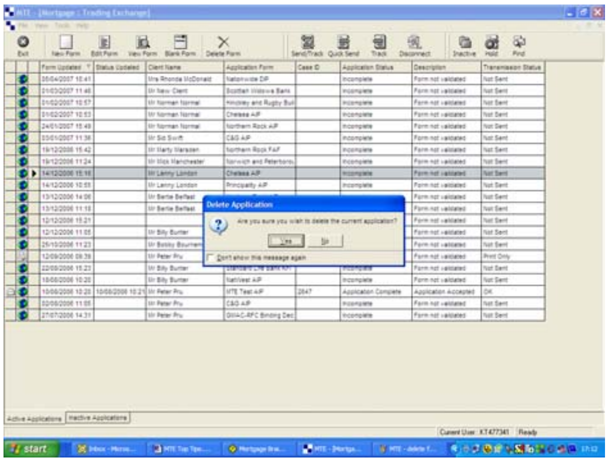
- You may find that occasionally you will need to delete an entry for your client from the **mte** application grid.
- This is very easy to do. Just select the form that you wish to delete and click on the **Delete Form** icon at the top of the screen.



- Another message will appear on the screen that asks if you really want to delete the entry.
- If you really do want to delete the entry, then confirm the message.

Don't forget! You can't restore application forms once they have been deleted!

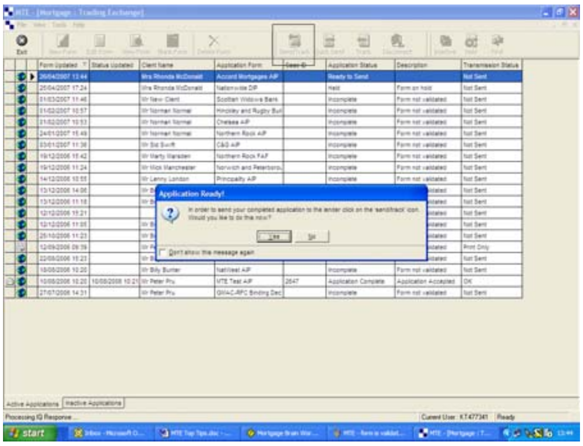
- The client data will still be retained within the client database of your Mortgage Brain software, or any other third party software that integrates with **mte**.



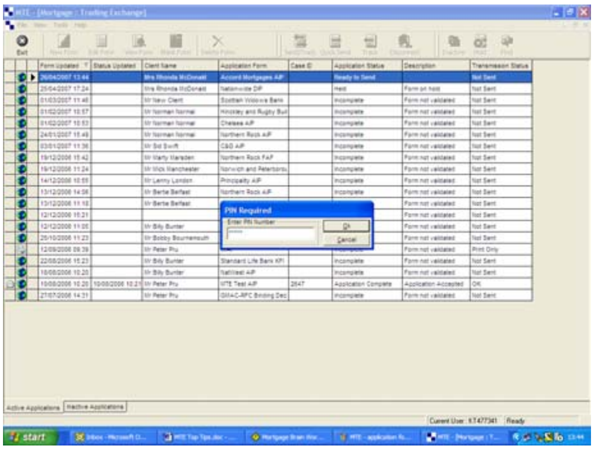
11. Sending and tracking applications

Did you know…you can get immediate decisions from most lenders once you apply via **mte?**

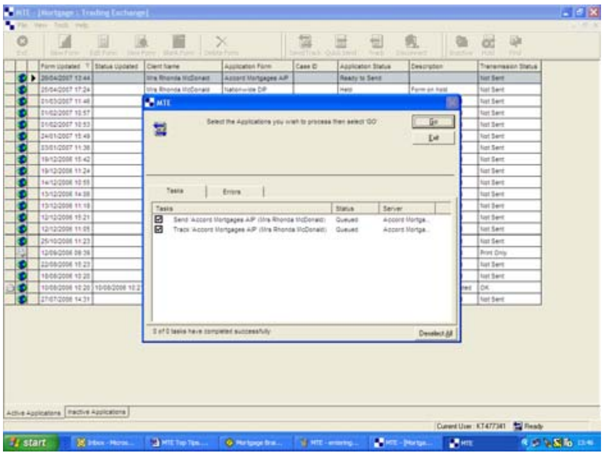
- When your application form has been validated, then a box will appear that will ask if you wish to send your completed form to the lender.
- By saying **yes** to this it will automatically take you to the send/track function.
- You can carry out this function manually yourself, just by clicking on the **send/track** icon at the top of the screen.



- Before you can submit your application to the lender, you must enter your pin number (this was chosen by yourself when you initially registered to use **mte**)
- Once you have entered your pin number, **mte** will display ALL the applications that are ready to be sent to the lenders.



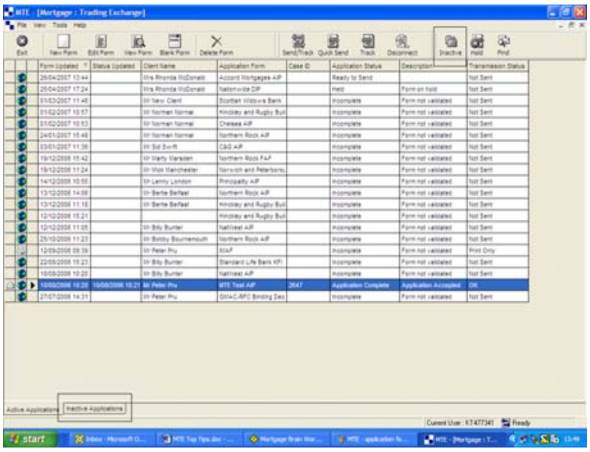
- When you press **Go**, **mte** will automatically dial each individual lender and send the relevant form to the relevant lender. **mte** will also wait for a response from the lender and this response will then be displayed in the client grid below.
- You will also notice that adjacent to some of your client's forms there will be a yellow envelope. Open the envelope by double clicking on it. Inside will be messages from the lender, together with any instructions as to what you are expected to do next.



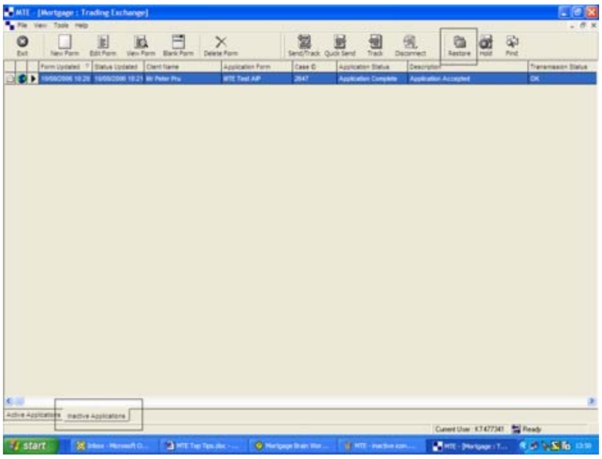
12. Inactive applications

Did you know…you can tidy up your **mte** by moving inactive applications to a different tab?

- As you use **mte** more often, you will start to get a long list of client's application forms appearing in your client grid.
- If the application has completed and there is no more action to be taken, then it's a good idea to move these applications to the **Inactive Applications** tab – down in the bottom left-hand side of the screen.



- Simply click to highlight the client's form that you wish to move and the click on the **Inactive** icon at the top of the screen.
- The form is automatically moved from the **Active applications** tab to the **Inactive applications** tab.
- If you wish to move the form back to the **Active applications** tab, then simply click to highlight it again and this time press the **Restore** icon at the top of the screen.



Don't forget! If you can't find an application form, always check to see whether you are looking at the active applications or the Inactive applications.

13. Holding applications

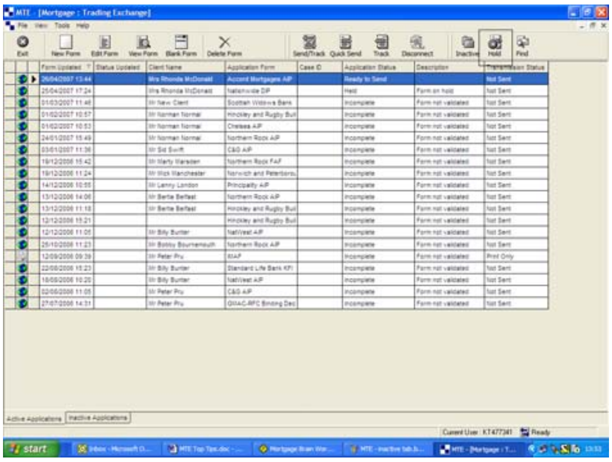
Did you know…you can hold applications from being sent immediately to the lender?

- **mte** will automatically submit an application to the lender if it is completed and ready to be sent.

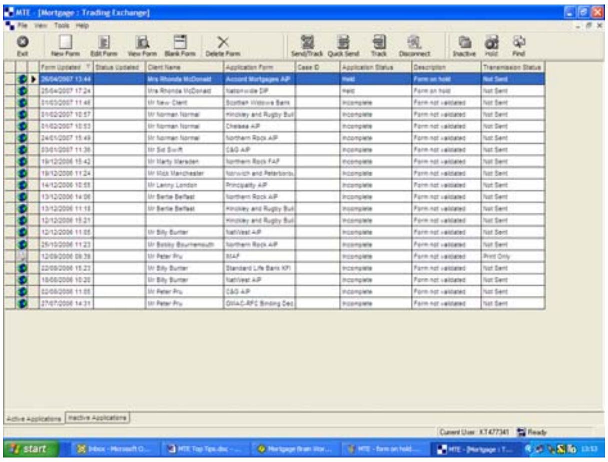
- However, there may be occasions when you wish to hold the application from being sent immediately.

- **mte** allows you to hold the application for as long as you require. Firstly, click on the client's application and then select the **Hold** icon at the top of the screen.

  You will notice that once you have put an application on hold, the status of that application will change and it will clearly display that it is on hold.



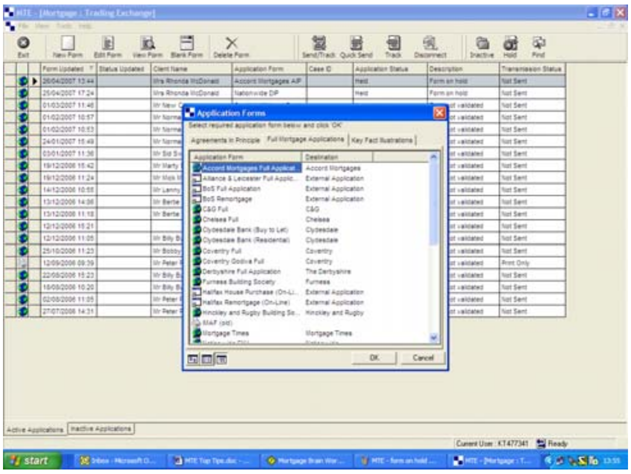
- When you are ready to send the application form, simply highlight the form and select the **Hold** icon again. The status will be changed back and the form will be ready to submit to the lender.



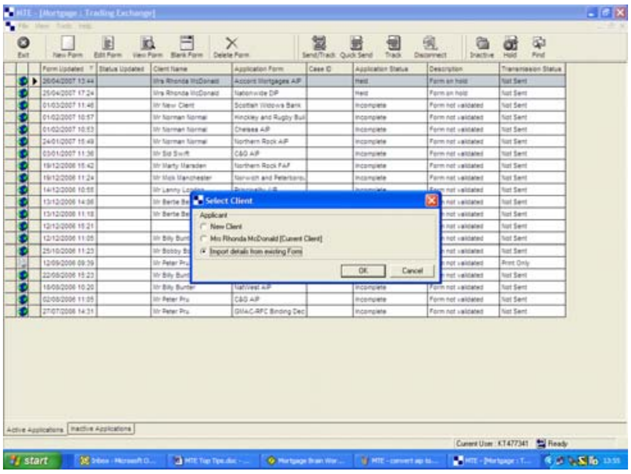
14. Converting AIPs to Full Applications

Did you know…you can convert an AIP to a full application and retain all the pre-population?

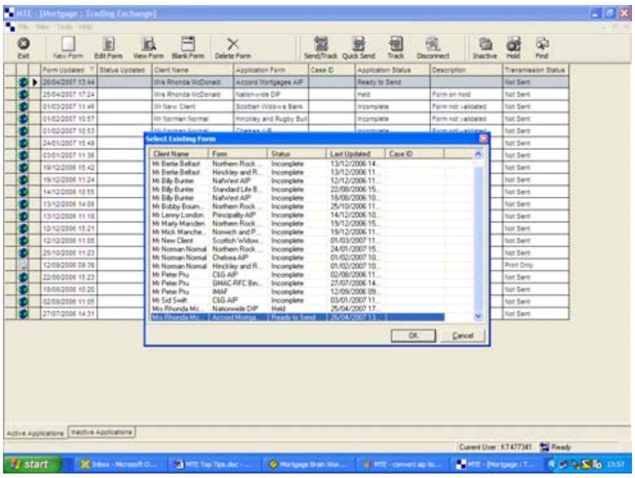
- Once you have submitted an AIP to the lender, it is very easy to convert this to a full application form. This ensures you retain the existing pre-population so that you don't have to rekey client information again.
- Log into **mte** and select the **New Form** icon. Choose the application form you wish to use and select **OK**.



- When the next box is displayed, simply select the import details from existing form option.
- This will display a list of client's and previously completed application forms.
- Simply select the client from the list and click **OK**.



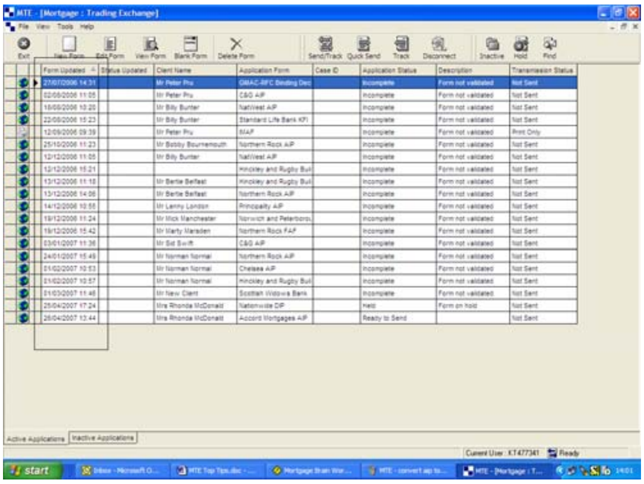
- You will then notice that the import details from existing form is now followed by the chosen client's name.
- If this is correct, click **OK** and your chosen form will now be pre-populated by your chosen client's details.



15. Reordering applications

Did you know…you can sort your applications in a variety of ways, including date order?

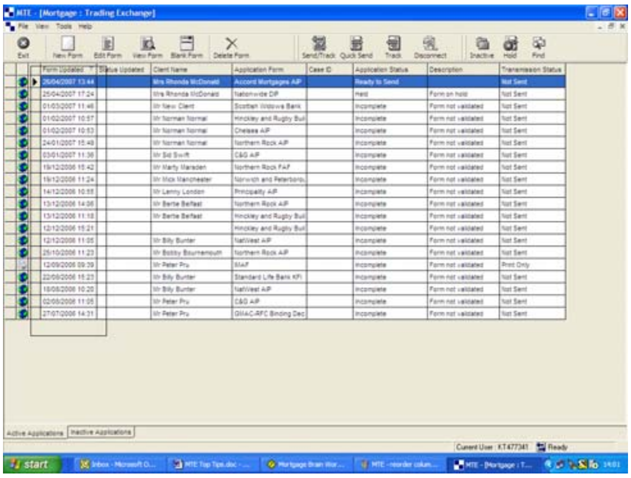
- When your list of application forms gets longer, it may be harder to find the client you require.
- By simply clicking on the column heading you can sort the information into numerical or alphabetical order.
- You will notice from this picture that the form updated column has been reordered into the oldest date first. An arrow appears in the column heading to indicate which way the column can be reordered next time.



- By clicking on the same column heading again, the information has been reordered with the newest date first.

  This functionality works with all of the columns seen in the grid.

- Alternatively, you can use the **Find** icon at the top of the screen to input more specific details of the client's application entry that you are looking for.

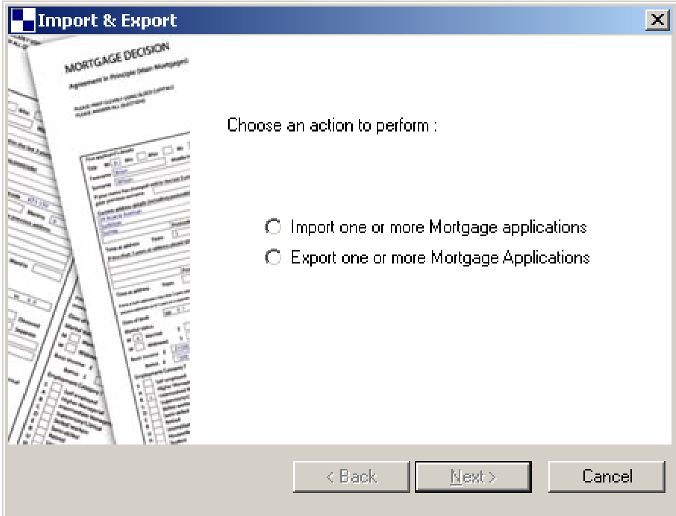


mte: is efficient…

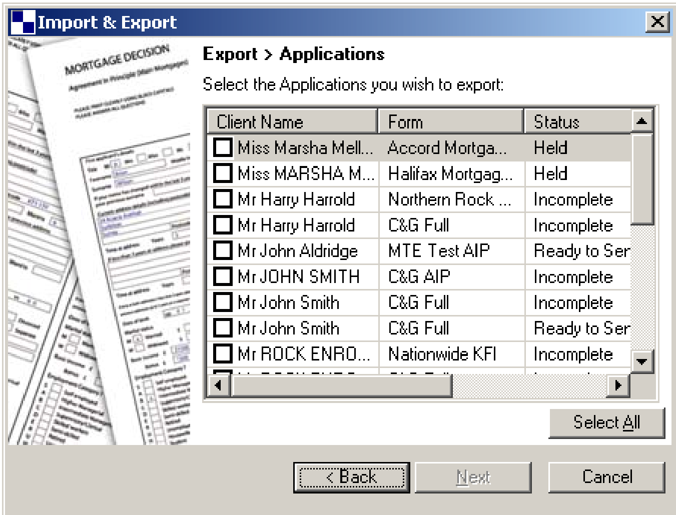
Manage your business more efficiently, by sending applications to admin staff and colleagues to complete or track.

- To find the new **Import/Export** functionality, click on **File** in the top left of the tracking screen

- Here you will be given the option to import a case or cases sent to you by someone else or export a form or forms to another person



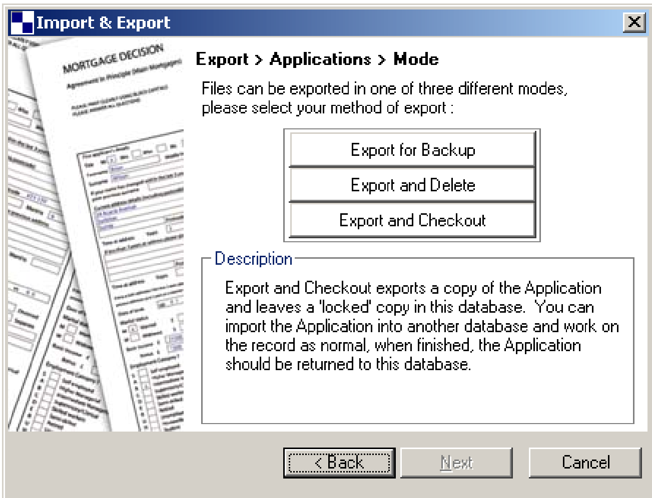
- When exporting cases you will be given the option to highlight the cases you wish to send, by ticking the boxes next to the client name or you can highlight select all.



- The next screen provides three different export features all of which show a description underneath when you highlight them.

  Option 1 allows you to export the form out of **mte** to store for security purposes whilst still enabling you to work on the case. This form can be re-imported in the unlikely event of corruption to **mte**.

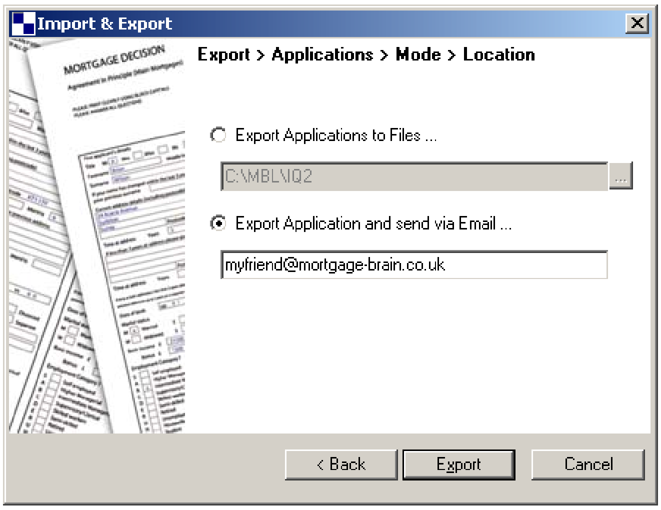
  Option 2 allows you to export a form and delete it from your version of **mte**.



Option 3 locks the application, but allows you to export it to another **mte** user to be worked on and passed back to the original source.

- The next screen is where you chose to send the forms. If you are backing up data, you will most likely wish to select the top option **Export Applications to Files**. Once this has been highlighted, you'll be able to click on the box below and browse for a folder you wish to store the form in.

  The other option is to export an application via email, which you can do by inputting the email address.



Making the most of **mte** - Lender Summary Table

mte Lender/ Packager	Form Availability			Additional Software required	Product coverage	Where do I track my case?	What to send to the lender?	Further Notes
	e-KFI	AIP	Full App					
Accord		✓	✓		**All**	• **Message confirming receipt of the AIP** • **AIP decision returned to mte** • **Full Application Form returns a confirmation receipt to mte** • **The adviser can then track the progress on the case via the Accord Website by logging on to www.accordmortgages.com**	• **No need to send printed declaration. The FMA does not require a signature – the broker is simply asked to confirm whether they have explained the new conditions of the application, to the customer.** • **Print out the Direct Debit form and send to Accord with any other proof of ID, Address and earnings.**	• **AIP must be completed prior to Full App to avoid two credit searches**
A&L		✓	✓	✓	**Excluding Specialist**	• **The adviser can track the progress on the case via the A&L Website by logging on to www.al.intermediary.co.uk**	• **Signed declaration** • **Signed Direct Debit mandate** • **Proof of ID (specialist lending cases only)**	• **Use experience is as per using A&L Direct**
Astra		✓	✓		All	• **You will receive a response back via mte to say the form has been delivered** • **The lender will contact the broker within 24 hours to confirm receipt of the form** • **To track the progress of the case, either contact the Intermediary Sales Team (IST) on 0845 300 344 or use the website case tracking facility at www.npbs-intermediaries.co.uk**	• **The following documentation must be submitted once the application has been submitted on mte:** • **Signed declaration** • **Signed DD** • **Cancellation forms and other supplementary forms (where applicable) – accessed via the website**	
AToM			✓		**All**	• **Log on to: www.atomexpress.co.uk/intermediaries/casetracking.asp?** • **If you're not already registered with Atom you will need to register your details first, then you will be able to view all your live and completed cases.**	• **Pages requiring a signature from the application form** • **Signed Lenders declaration** • **Signed Direct Debit mandate** • **Proof of ID** • **Proof of Residency**	• **AToM will acknowledge cases upon day of receipt if the case is received before 3pm. If received after then within 4 working hours.**
Bank of Scotland	✓	✓	✓	✓	**All**	• **The adviser can track the progress on the case via the Bank of Scotland website by logging on to www.bankofscotland.co.uk/intermediary**	• **Signed declaration** • **Direct Debit Mandate**	• **mte provides link to and transfers client info to BOS's own system**

mte Lender/ Packager	Form Availability			Additional Software required	Product coverage	Where do I track my case?	What to send to the lender?	Further Notes
	e-KFI	AIP	Full App					
Chelsea		✓	✓		**All**	• **Message confirming receipt of the AIP** • **AIP decision returned to mte** • **Full Application Form returns a confirmation receipt to mte** • **The broker can then track the case by phoning the lender or using the online tracker facility at www.chelsea.co.uk/intermediary**	• **The introducer should submit:** • **Copy of client ID – recent personal & address verification** • **Full typed application form including signed DDM and declaration** • **Valuation fee by cheque or credit card (providing product requires a fee)**	• **AIP case ID is time stamped and takes a few seconds** • **APP will take about 30 seconds**
C&G		✓	✓		All	• **C&G will contact you with a decision on the case.** • **Any further tracking should be done in the same way, by contacting C&G direct**	• **Signed direct debit mandate.** • **Status documents (payslips/P60's) - if required.** • **Proof of identification.** • **C&G Survey application form - if required**	• **Expect up to a 2 hour turnaround before confirmation of receipts AIP/APP**
Clydesdale			✓		All	• **The Broker via mte receives receipt of delivery. If there are items outstanding within a particular case, then HML will fax an outstanding requirements letter.** • **The Broker tracks the progress by telephone call to 0844 892 0192 for any case updates or alternatively by FAX to 0844 892 0109**	• **Proof of ID for all parties i.e. Passport or Photographic Drivers License** • **2 x utility bills with name and address detailed** • **Signed declaration (if broker sends this in, then no ID is required)** • **Signed Direct Debit mandate** • **Payment for arrangement fee etc i.e. Card details - full 16 digit no, expiry date, issue no. and last 3 digits on reverse strip (MasterCard, Visa, switch etc accepted)** **Cheque - Payable to Clydesdale Bank Plc or alternatively can be added to the loan**	

mte Lender/ Packager	Form Availability			Additional Software required	Product coverage	Where do I track my case?	What to send to the lender?	Further Notes
	e-KFI	AIP	Full App					
Coventry		✓	✓		All	• An immediate decision is returned to mte • You will be able to track the progress of the case online at www.thecoventry.co.uk/intermediaries	• Signed Declaration • Signed DD mandate • Certified copies of client's ID • Evidence of client's income (not applicable for self certification schemes where the applicant is self-employed) • Include the booking fee and/or valuation fee, as applicable • Send all the above documentation to Coventry Building Society/Godiva Mortgages Limited, PO Box 139, Coventry, CV1 5ZT	• All links to Godiva products
GMAC		✓			All	• A message is sent back to mte to the broker confirming the form has been received • The broker can use the GMAC reference sent back to mte, to locate the case on GMAC's POSD system to track the progress of the case	• The POSD system will advise the broker of any additional information required	• mte links directly into GMAC's POS'D' system to facilitate cascading
Halifax	✓	✓	✓	✓	All	• The adviser can track the progress on the case via the Halifax website by logging on to www.halifax-intermediaries.co.uk	• Signed declaration • DDM • ID (if not captured initially and recorded on our application system by the broker) • Valuation fee • Additional address verification (if not on voters roll)	• mte provides a link to and transfers client info to Halifax's own system
Hinckley & Rugby			✓		All	• Confirmation of receipt of application is sent to mte • Upon receipt of the transmitted application the introducer will be telephoned to acknowledge receipt and instructed to send last month oayslips &P60, last 3 months personal bank statements, most recent annual mortgage statement.	• Certified copies of ID (passport or driving licence with supporting paper document) • Proof of address • Signed Mortgage Intermediary Declaration & Checklist (this is available from website). • Hinckley & Rugby require their own signed declaration from the applicant, this will be sent directly to the customer for signature. At this	• No additional software

							point Hinckley & Rugby will also ask for any additional information not contained in the mte application form.	
Ipswich BS			✓		Prime	• Through mte submitted cases, via the Send/Track facility on mte.	• Cheque, declaration, proof of ID	
Nationwide	✓	✓	✓		All	• The KFI is returned to mte within one minute of submission. • AIP decision is immediately sent to mte • FMA returns receipt within 2 hours	• List of requirements provided. Includes signed declaration, P60, 3 months wage and bank slips, driving license/passport	• AIP must be completed and sent prior to the FMA
Nat West	✓	✓	✓		Excluding Offset	• AIP decision returned to mte immediately • Application response returned to mte and includes documentation to be sent to Natwest • The adviser can track the progress on the case via the Natwest Website by logging on to www.rbs.ip.com	• Print off the full application and send to RBS within 10 working days, along with proof of identification, residency, the RBS supporting documents checklist and DD mandate	
Northern Rock		✓	✓		Excluding BTL	• Full tracking is sent back to mte for all mte submitted cases, via the Send/Track facility on mte.	• The print application function on mte will provide a list of all supporting documentation	• AIP must be completed and sent prior to the Full App • See comments re. Error 1005 'P' no • A direct link to NRO is scheduled giving access to BTL
Platform	✓	✓	✓		Prime Sub Prime BTL	• Via mte using the 'Send & Track' facility	• There are fully described on the return page response as they vary depending on the mortgage type	• FMA is available to direct users only at present • An 'Accepted' DIP is mandatory and can be pre-populated into the FMA, before the FMA completion.

mte Lender/ Packager	Form Availability			Additional Software required	Product coverage	Where do I track my case?	What to send to the lender?	Further Notes
	e-KFI	AIP	Full App					
RBS	✓	✓	✓		Excluding Offset	• **The adviser can track the progress on the case via the RBS website by logging on to www.rbs.ip.com**	• **Once the application has been submitted, print off the full application and send to RBS within 10 working days, along with proof of identification, residency, the RBS supporting documents checklist and DD mandate**	
Scottish Building Society			✓		All	• **The lender will issue a response message stating that the FMA has been successfully received and that an underwriter will make contact with the broker.**	• **When the underwriter contacts the lender, they will inform of case progression, what documents to send and where to send them to.**	
Scottish Widows			✓		All	• **The adviser can track the progress on the case via the Scottish Widows website, by logging on to www.scottishwidowsbank.co.uk**	• **A signed declaration is not necessary, however, documentation required includes:** • **Completed Introduction Certificate** • **Completed and signed DDM** • **Cheque for valuation** • **Proof of ID**	
Standard Life	✓		✓	✓	All	• **KFI is returned back to mte immediately** • **The adviser can track the progress on the case via the Standard Life website, by logging on to www.standardlifebank.com**	• **A signed application form, direct debit and declaration will need to be sent to the processing centre.**	• **Expect up to a 2 hour turnaround before confirmation of receipt** • **First app must be completed over the phone to confirm registration**
Woolwich			✓		OPFM Traditional Buy to Let Rate Switch Transfer of Equity	• **The adviser can track the progress on telephone or via the Woolwich website www.woolwich.co.uk** • **Processing of the case starts when applications are received, not completed until documentation received**	• **Signed declaration with case ID** • **Must send all other usual supporting documentation in accordance with published lending policy (eg proof of income) and to add case ID.**	• **Do not have to send proof of ID as this is captured in the form**