



FOR INTERMEDIARY USE ONLY

Your feedback counts

We recognise the important part intermediaries play in helping us to deliver improvements to our products, criteria and service. We value your feedback, so if there's anything you'd like to see please let us know.

Here's a reminder of some of the improvements we've made recently:

Products

- We've upgraded our systems to allow you to switch existing Nationwide mortgage members and be paid a procurement fee
- We offer Family Deposit Mortgages for clients looking to help a family member buy a home of their own, or move up the property ladder
- Introduced five year tracker rates and 90% LTV remortgage products for like-for-like applications
- Help to Buy ISAs accepted from any lender towards the property purchase price
- £500 cashback for first time buyers and remortgage customers

Criteria

- We accept Armed Forces Reserve and Retained Firefighter income
- The maximum age at application for retired clients has increased
- We've expanded both Evidence of Deposit and Source of Deposit that we're able to accept
- We've reduced the number of bank statements required to evidence Maintenance payments
- Universal Credit income is accepted - please refer to the nationwide-intermediary.co.uk website for details

Services

- Broker Chat has been enhanced, and is open until 6pm daily - you can save your conversation as a pdf
- The number of telephone based BDMs has increased, in addition to the existing relationship team
- We've created a guide with top tips to remember when submitting proofs to us, to help you receive a quicker offer

Website

- We've refreshed our NFI website, introducing our popular Hot topics bar
- The print feature in our Affordability Calculator also allows you to save the results as a PDF
- Recent website updates mean you can get a property decision at DIP, and we won't always need to validate income, meaning you may get an instant offer

Any questions? Please contact one of our experienced advisers on [Broker Chat](#)