



Packaging support

Helping you receive a quicker offer

On average, 1 in 5* applications received are delayed due to packaging issues. Here are some points to remember when submitting proofs to us so your case can be processed quickly. In addition to this, **please don't send proofs we haven't requested as it could delay your application.**

Bank statements **must**

- Contain all pages, including cover pages for postal statements
- Be full months for the period requested
- Show the full account number and sort code
- Show the applicant's address, full name (or initials and surname) and match the application.

Online statements don't need the full address displayed.

For full details, go to nationwide-intermediary.co.uk/bank-statement-guide

Payslips **must**

- Show the pay date
- Be the latest payslip at the point of upload
- Match the name and address (if present) on the application
- Show the employer's name and match the application
- Show net pay and gross pay.

For full details, go to nationwide-intermediary.co.uk/payslip-guide

Benefit statements **must**

- Be dated within the last 12 months
 - Contain all pages
 - Match the name(s) on the application.
- Income used should be the lowest figure for each kind of tax credit.

For full details, go to nationwide-intermediary.co.uk/benefit-income

Proof of name and address

- A UK passport or UK photo driving licence can be used as proof of name and/or proof of address.
- Proof of name and address can't be an online bank statement or a screenshot of a bank statement.

For full details, go to nationwide-intermediary.co.uk/proofs

And don't forget...

- Don't submit proofs we haven't requested
- All proofs requested for the date range required must be included.
- The details on the proofs must match the application.
- The applicant's name and address must match on all proofs.

For more hints and tips, go to nationwide-intermediary.co.uk/packaging-guides

*Source: 'Right first time' measure for supporting documents, July 2018

For any queries please contact one of our experienced advisers on [Broker Chat](#)