

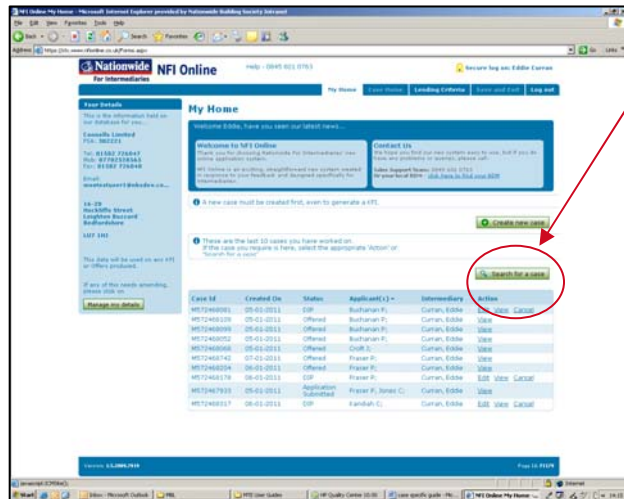
# Updating your information for a specific case



Intermediary contact details are specified on the creation of each case. These can be changed if required, for example: you may require all e mails alerts for a specific case to be sent to your administrator.



This cannot be done via MTE – but can be done via NFI Online. Go to [www.nationwide-intermediary.co.uk](http://www.nationwide-intermediary.co.uk) then click on 'Online applications', and then 'NFI Online'

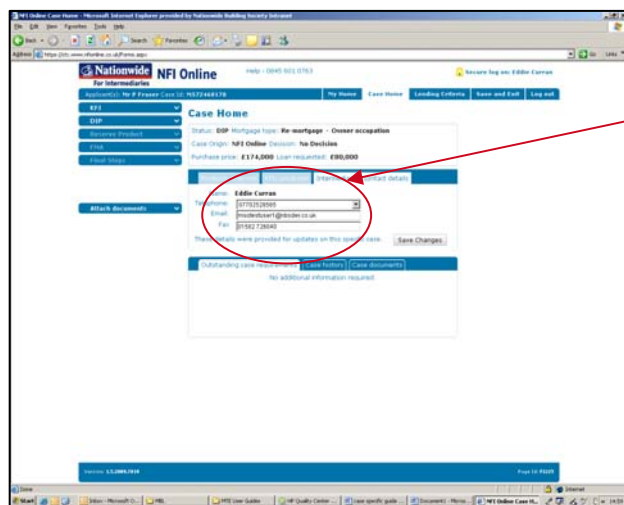


Login using the same details as for MTE

You will then see the 'My Home' page.

Click 

**Note:** The quickest way to search for a case is to use the Case ID, then click on 'Edit'.




You will then see the 'Case Home' which is the control centre for the case in NFI Online.

Click on 'Intermediary & Contact Details'. This displays the contact details we are currently using for updates specifically for this case.

You can amend:

- Telephone Number
- Email
- Fax

Click 

The details will now have changed and will be used for all future communications on this case.

**Note:** This only updates contact information for this specific case. It does not update details held on our database. If you wish to change your personal or company details held on our database, please use the 'Manage my details' button on the 'My Home' page.