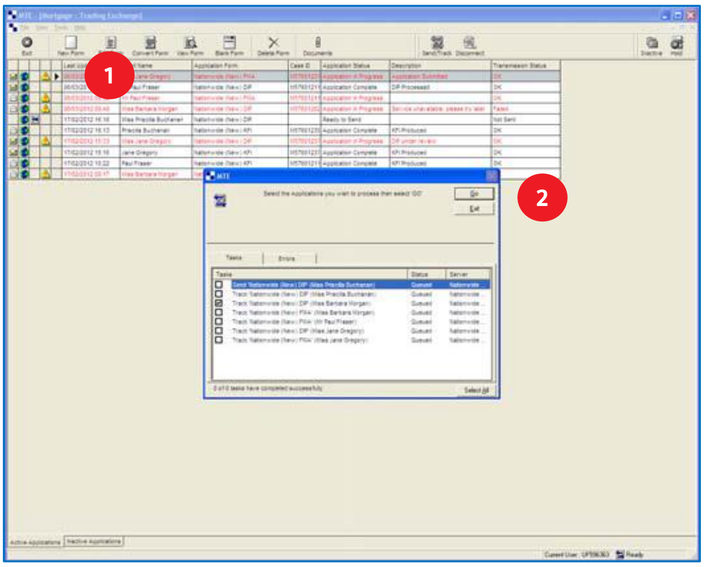
MTE

Case tracking in MTE

mte
mortgage trading exchange

Nationwide
Building Society

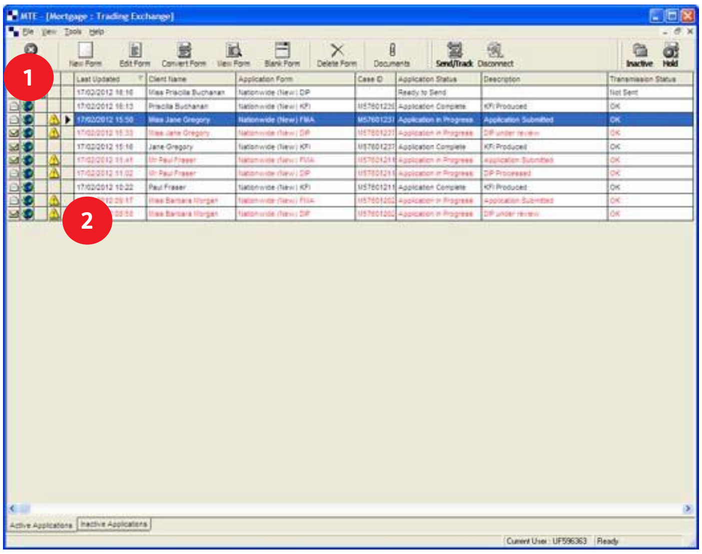


1 Each NFI MTE form on the MTE grid that can be sent and tracked returns a page response which offers fully automated, real-time ‘Case Tracking’.

Send and Track the form to return the latest case updates for your case.

Choose the case(s) that you wish to get an update on.

2 Click ‘Go’.



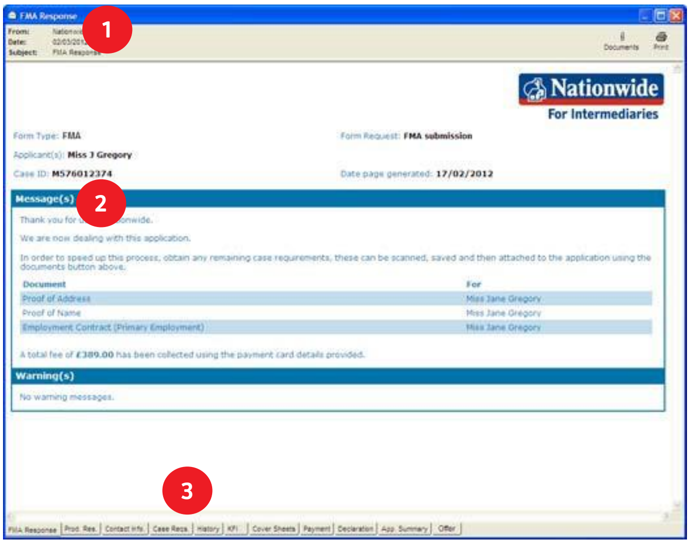
1 An unopened envelope is displayed next to the forms where new case updates are available.

Double click the unopened envelope to display the ‘Page Response’ window.

‘Page Response’ windows display the latest case updates across a number of different tabs, and are available for KFI, DIP and FMA forms.

2 A yellow triangle appears where an action is required, i.e. a new requirement has been requested.

The example below is of an ‘FMA Response’.

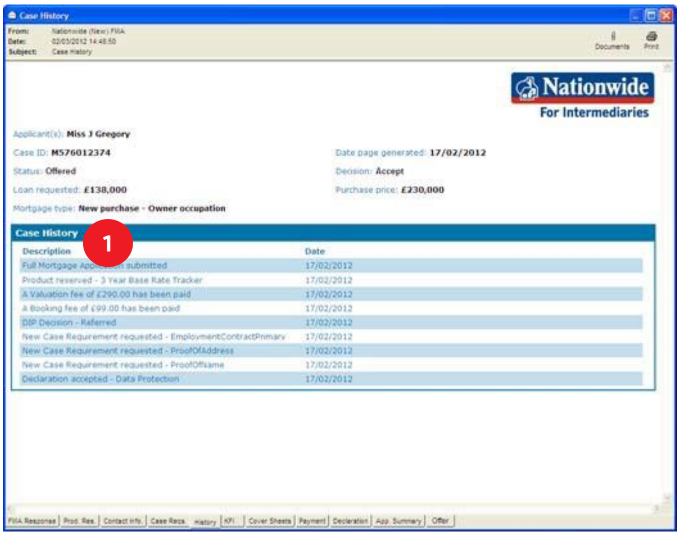


1 The 'FMA Response' tab gives a detailed update of the current status of the case.

Key information regarding the case will be displayed here.

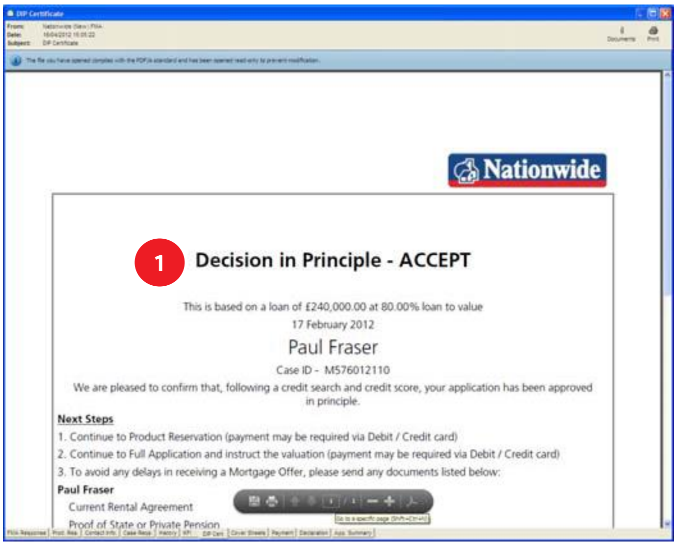
2 The 'Message(s)' section displays a list of the case requirements generated at DIP stage.

3 For a list of all current outstanding Case Requirements, click on the 'Case Reqs' tab.



1 The 'History' tab shows you the latest status of your case and the case history.

The 'Case History' section displays a full history of each case event as they occur. Updates will be sent to your email address, but are also available to view here.



1 Documents which have been generated by the system (i.e. Offer) are displayed in their own tabs.

These documents are available to view, save and print at any time.