



Nationwide

NFI Online

Improved with you in mind...

To provide you with a better experience, we're introducing a number of improvements to the way you submit an application to us.

The key changes we're making mean that:

- You could now get an automated valuation decision at Decision in Principle (DIP) stage
- It'll be easier to find your clients' addresses
- You won't need to supply physical income proofs on certain cases, meaning reduced application to offer times
- There will now be a pre-DIP affordability check.

Credit Referencing

The speed and accuracy of our decision making is being enhanced by:

- Being able to get a DIP **24/7**
- Using additional credit reference agencies (Call Credit, Equifax and/or Experian) to complete a credit search – providing us with a comprehensive understanding of your client
- Informing you if your client's application is unaffordable before the credit search, allowing you to decide whether to proceed.

These changes won't affect our affordability model.

NFI Online Help: 0800 545 3133 Secure log on: Austin Eshaki

For Intermediaries

Application: Miss C Daniels Case ID: NS1402267 My Name Case Home Locating Criteria Save and Exit Log out

KPI

DIP

Loan-requirements
Deposit Details
Application Details
Address Details
Employment Income
Other Income
Outgoings

3 Credit History

Decision In Principle

Business Product

PIA

State Search

Final Stage

Credit History

Have you been declared bankrupt or entered into a voluntary arrangement with a creditor in the last 6 years? Yes No

Have you ever had a court-ordered judgment against you? Yes No

Have you ever had a property repossessed? Yes No

Request for Decision In Principle

I want to let you know that we may use the information you provide us in the following ways –

- In order to credit score an application and confirm identity, we may carry out a search with Call Credit, Equifax and Experian (Credit Reference Agencies), including the voters roll using all applicants names and any previous names held.
- A record may be held by them whether or not the application proceeds and a file reference may still exist should cases be created.
- We will make our initial lending decision based on an automated assessment of your application using information you have provided to us, information we already know about you and information we have obtained from Call Credit, Equifax and Experian. The outcome of the automated assessment may be that your application should be referred for manual underwriting, in which case it will be referred to an underwriter for consideration.
- We will consider credit information held including that of anybody financially bound to you, and will check your details with our credit and fraud intervention agencies.
- We will record details of your current financial commitments with other organisations.
- If you give us false or inaccurate information and we suspect fraud, we will record this in our records and others. We do this in order to protect ourselves and our customers from theft and fraud.
- This information may be used by us and other organisations for fraud prevention.

Please be aware that a Decision In Principle is a full credit score and will have a footprint against the applicant(s) credit record.

Do you wish to continue? Yes No

- We will make our initial lending decision based on an automated assessment of your application using information you have provided to us, information we already know about you and information we have obtained from Call Credit, Equifax and Experian. The outcome of the automated assessment may be that your application should be referred for manual underwriting, in which case it will be referred to an underwriter for consideration.

Address Targeting

We've listened to your feedback about how difficult it can be to retrieve addresses when keying an application on NFI Online.

To make this easier, if you need to, you'll be able to enter your client's address manually and still proceed to a DIP decision.

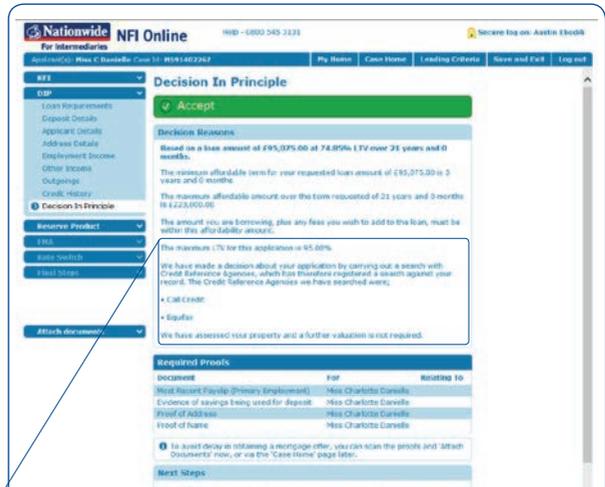
If we've been unable to find the address, you can either select a differently formatted address, or proceed to a credit search on the address you entered.

NB: a targeted address is more likely to get a successful DIP decision.

Valuations

We're improving our valuation process and, in some cases, we'll give you a decision on the property before you submit the full application.

- You'll be able to enter your client's security address at DIP stage
- Where enough property information is collected, this can form part of our DIP decision – meaning we can let you know upfront if we can lend on your client's property
- If we're unable to make a decision on the property, you can still progress the case and we'll request a physical valuation just as we do now.



The maximum LTV for this application is 95.00%

We have made a decision about your application by carrying out a search with Credit Reference Agencies, which has therefore registered a search against your record. The Credit Reference Agencies we have searched were;

- Call Credit
- Equifax

We have assessed your property and a further valuation is not required.

Automated Income Validation

As you know, we currently request evidence of proofs as part of the DIP.

While we still need to validate your client's income, wherever we can, we'll now do this using information held at credit bureaus. This means if we're able to successfully validate your client's declared income, we won't request any

income proofs. Where we can't find what we need, we'll continue to ask for them.

NB: Please don't attach income proofs to an application if they aren't requested, as we'll then need to assess them and this may delay the progress of your case.

Any questions?

Call **0800 545 31 31**



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Nationwide House, Pipers Way, Swindon, SN38 1NW.

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