

Intermediaries and investment  
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distribution

April 2018

# Mortgage Application Tracking System (MATS) user guide

## MATS > How to access

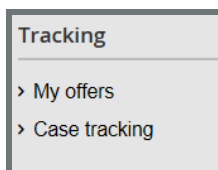
Our Mortgage Application Tracking System (MATS) keeps you up to date with the progress of your client's application up to the point of completion.

- Regular email updates when your client's application reaches key milestones
- Daily progress summaries
- View up to date information on all your cases

We'll also send you an email requesting outstanding information if needed. This will ensure we process your client's application as quickly as possible.


### Accessing MATS from Introducer Internet


You can access MATS directly from Introducer Internet case tracking. Then, click on the button to go direct to MATS.




You are in Application > Tracking > Case tracking



### Case tracking

Click on the  button for our Mortgage Application Tracking System (MATS).

Click on the  button for further tracking information on the selected case.

Sort by:  

First « Prev 1 2 3 4 5 ... Next » Last

Received	Case Reference	Name	Postcode	Amount	Status	
29-Dec-2016	AF8200051B1	T Test		£100,000.00	Pending	
29-Dec-2016	AAS200039	T Test		£90,001.00	Pending	
29-Dec-2016	AA8200054	T Test		£1,000,001.00	Pending	

### Accessing MATS from the Santander for Intermediaries website

Access MATS via Introducer Internet by clicking on the 'Log on' button on our homepage.



## MATS > Case history

Case history shows the full history of the case and all the messages we've sent.


THIS WEBSITE IS FOR USE BY FCA AUTHORISED INTERMEDIARIES ONLY.

Search for a case

**Santander**  
FOR INTERMEDIARIES

Case history | Supply case information | Our service levels

### Case history



**Useful links**


- > Our service levels
- > Literature (forms)
- > Mortgage amendment form
- > Substitute property form

**Useful downloads**

- Evidence requirement guide
- MATS user guide

**Case reference: AATest078 Customer / Customer**

View the full history of the case and all the messages we've sent.

 Useful links can be accessed here.

Messages	Date message sent
> Application received	6 May 2016 9:45am
Welcome to Santander for Intermediaries. Thanks for choosing us to look after your client's mortgage application.	
We'll send you regular messages to let you know how the application is progressing.	
A unique reference will always be displayed on the messages we send. This will be AATest078 Customer / Customer.	
You can also track the application using our Mortgage Application Tracking System (MATS). You'll need the case identifier and password, which is the current residential postcode of your client(s). You can access MATS from <a href="http://santanderforintermediaries.co.uk">santanderforintermediaries.co.uk</a>	
> Documents/information requested	6 May 2016 9:49am
> Broker message submitted	6 May 2016 9:50am
> Broker document submission received	6 May 2016 9:53am

 Copies of all the MATS messages we send are displayed here.

# Supply case information



### Useful links

- > Our service levels
- > Literature (forms)
- > Additional property form
- > Substitute property form

### Useful downloads

- Evidence requirement guide
- MATS user guide

## Case reference: AA8200137 Output

Supply case information to us to support your application.

### Upload outstanding documents/information requests

#### OUTSTANDING REQUESTS - INCLUDING DOCUMENTS SUBMITTED BUT NOT YET ACCEPTED BY US

Status	Request	Detail and Provide Information
Submitted	<b>Test Output:</b> Latest monthly payslip or latest four weeks' consecutive payslips. Payslips must show applicant's and employer's name. See our payslip guide for more information.	
Requested	<b>General:</b> Proof of address such as council tax bill	

Documents that are outstanding or been submitted but not yet accepted by us, can be found here.

#### PROVIDE ANY OTHER ADDITIONAL INFORMATION TO SUPPORT THE APPLICATION

Status	Request	
Submitted	Detail and Provide additional information	

Here, you can supply additional information to support the case.

#### DON'T PROVIDE CREDIT CARD DETAILS OR BANK ACCOUNT DETAILS IN THE MESSAGE BOX.

Payment details can only be accepted using the following forms:

- > Credit/debit card payment form
- > Direct debit mandate form

#### DOCUMENTS THAT HAVE BEEN ACCEPTED OR NO LONGER REQUIRED

Status	Request	Details
Accepted	<b>Peter Symons:</b> Evidence of continuous employment for the last 12 months	
Accepted	<b>Peter Symons:</b> Either confirmation from employer of long-term employment arrangement - confirm that it is ongoing or renewed indefinitely OR written confirmation from a reputable agency of further positions	

Here, you can see documents that have been accepted or are no longer required.

#### INFORMATION THAT HAS BEEN SUBMITTED

Information	Submitted by	Date submitted
Provide additional information Supporting case information	Mr Joseph Sugden	Thu, 5th January 2017 11:01am

Please can you change the product on this case to V11X

Details of any notes you have submitted can be seen here.

# MATS > Supply case information – uploading documents

**Upload outstanding documents/information requests**

**OUTSTANDING REQUESTS - INCLUDING DOCUMENTS SUBMITTED BUT NOT YET ACCEPTED BY US**

Status	Request	Detail and Provide Information
Submitted	<b>Test Output:</b> Latest monthly payslip or latest four weeks' consecutive payslips. Payslips must show applicant's and employer's name. See our payslip guide for more information.	
Requested	<b>General:</b> Proof of address such as council tax bill	

**History**  
Requested 5th Jan 2017 10:27am

**Provide information**

please find enclosed council tax bill

Select document

Submit

Click the arrow to expand the section.

Add any notes and then click 'Select document'.

Choose File to Upload

My Documents > New folder (2)

Organize New folder

Name	Date modified	Type	Size
SAMPLE COUNCIL TAX DEMAND	06/01/2017 09:52	Adobe Acrobat D...	82 KB

File name: SAMPLE COUNCIL TAX DEMAND

All Files (\*.\*)

Open

**History**  
Requested 5th Jan 2017 10:27am

**Provide information**

please find enclosed council tax bill

SAMPLE COUNCIL TAX BILL.pdf

Submit

You can add more or delete documents and then click 'submit'.

Submitted

**General:**  
Proof of address such as council tax bill

SAMPLE COUNCIL TAX BILL

Submitted 06/01/2017 09:54  
Submitted by Mr Joseph Sugen

Document: 9629

SAMPLE COUNCIL TAX BILL

Documents can be viewed once they are uploaded by clicking on the thumbnail.

## MATS > Supply case information – additional information

Providing additional information works in exactly the same way as uploading requested documents.

**PROVIDE ANY OTHER ADDITIONAL INFORMATION TO SUPPORT THE APPLICATION**

Status Request Provide Information

Detail and Provide additional information Submitted

History

Submitted 5th Jan 2017 2:56pm  
Submitted 5th Jan 2017 3:01pm

Provide information

Type

Please select...

Select document

Submit

**Please select...**  
Supporting case information  
Material change to application  
Broker Affordability Declaration  
More than one type of information

**i** Material changes to an application can only be accepted from the intermediary.

**DON'T PROVIDE CREDIT CARD DETAILS OR BANK ACCOUNT DETAILS IN THE MESSAGE BOX.**

Payment details can only be accepted using the following forms:

- > Credit/debit card payment form
- > Direct debit mandate form

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