

Intermediaries and investment  
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distribution

October 2025

# Mortgage Application Tracking System (MATS) user guide

# Mortgage Application Tracking System (MATS)

## How to access

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

- Regular email updates at each stage of your client's application
- Daily progress summaries
- View up-to-date information on all your cases

We'll also email you to ask for outstanding information if needed. This will make sure we process your client's application as quickly as possible.

### Accessing MATS from Introducer Internet

You can access Introducer Internet from our website by clicking the 'Log on' button on our homepage



Once you've logged on, you can access MATS from 'Case tracking'. Click on the button to go to MATS.





**Tracking**


- > My offers
- > Case tracking

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	AA8200039	T Test		£90,001.00	Pending	
29-Dec-2016	AA8200054	T Test		£1,000,001.00	Pending	

# Mortgage Application Tracking System (MATS)


## Case history

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

THIS WEBSITE IS FOR USE BY FCA AUTHORISED INTERMEDIARIES ONLY.

Santander
Case history
Supply case information
Our service levels

### Case history



**Case history**

**Useful links**

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

**Useful downloads**

- Evidence requirement guide
- MATS user guide

**Case reference: AA9095537C1 / Zzztesting-ryans**

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

You can access useful links here.


Messages	Date message sent
> Application received	6 May 2016 9:45am
<p>Welcome to Santander for Intermediaries. Thanks for choosing us to look after your client's mortgage application.</p> <p>We'll send you regular messages to let you know how the application is progressing.</p> <p>A unique reference will always be displayed on the messages we send. This will be AATest078 Customer / Customer.</p> <p>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></p>	
> 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

We show copies of all the MATS messages we send here.

# Mortgage Application Tracking System (MATS)

## Supply case information

On this page you can upload information to support the case.



**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	∨

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

Status	Request	Provide Information
⊖ Submitted	Detail and Provide additional information	∨

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	∨

**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

ⓘ Here you can find documents that are outstanding or submitted but not yet accepted by us.

ⓘ Here you can send us additional information to support the case.

ⓘ Here you can see documents that have been accepted or are no longer needed.

ⓘ A record of any notes you've submitted can be seen here.

# Mortgage Application Tracking System (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. Then click 'Select document'.

Choose File to Upload

My Documents > New folder (D)

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

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. 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 Sugden

SAMPLE COUNCIL TAX BILL

You can view documents once they're uploaded by clicking on the thumbnail.

## Mortgage Application Tracking System (MATS)

# Supply case information – additional information

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

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

Status	Request	Provide Information
Submitted	Detail and Provide additional information	

**History**

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

**Provide information**

Type

Please select...

Please select...

Supporting case information

Material change to application

Broker Affordability Declaration

More than one type of information

Select document

Submit

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**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

We can only accept material changes to an application from the intermediary.

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