

Introducer Internet

FREQUENTLY ASKED QUESTIONS



1 What do I do if I get an error when I try to log on to Introducer Internet?

If you're already registered but unable to log on to Introducer Internet, you'll need to create a new password by following the steps below:

- Go to our website [homepage](#) and select 'Log on'.
- Select 'Register as a new user' at the bottom of the page.
- Read the 'Terms of use' and 'Introducer declaration' and then select 'I agree'.
- Complete all sections. The information you enter must match what was given when you first registered with us.
- The password fields at the bottom of this page are where you'll create a new password. This must be at least 12 characters long and contain at least 3 out of 4 of the following:
 - Lowercase
 - Uppercase
 - Number
 - Symbol
- Select 'Register' and then you'll get a 'Congratulations' message.
- We'll send you passcode within 24 hours. If you need this sooner, you can use our Live Chat service and we'll be able to give this to you after you answer some security questions.

2 It's been a while since I submitted any cases with Santander. How can I re-register?

- Go to our website [homepage](#) and select 'Register'.
- Scroll down to the 'Registration options' section and select your broker type.
- Follow the instructions on-screen to re-register.
- We'll send you passcode within 24 hours. If you need this sooner, you can use our Live Chat service and we'll be able to give this to you after you answer some security questions.

If you need help, you can speak to us via Live Chat on our website where one of our agents will be happy to help you. Alternatively, you can re-register by emailing your details to our registrations team at msa@santander.co.uk and we'll respond within 7 working days.

3 I'm having trouble keying an application. What do I do?

If you need help keying an application, you can use our step-by-step [Introducer Internet guides to submitting an application](#) on our website. Or you can speak to your [dedicated contact](#).

4 I get an error message when I try to submit an application. What do I do?

- Try clearing your browsing history first:
 - If using Edge, click the 3 dots in the top right-hand corner > Delete browsing data (control, shift and delete buttons also work) > Make sure first 4 boxes are ticked > Click 'Clear now'.
 - If using Chrome, click the 3 dots on top right-hand corner > Delete browsing data (control, shift and delete buttons also work) > Make sure all 3 boxes are ticked > Click 'Delete data'.

If you get an error message when you submit your client's application, speak to us via Live Chat on our website where one of our agents will be happy to help you.

5 I have a question about a new business case. How can I get help?

If you have a question about a new business case and need some guidance, please speak to us via Live Chat on our website and one of our agents will be happy to help you. Or you can speak to your [dedicated contact](#).

6 How do I clone a case?

- Go to our website [homepage](#) and select 'Log on'.
- Log on to Introducer Internet and select 'My applications' > 'Residential'.
- Find the case you want to clone in the list. If you can't find it, it may have expired. Once it's expired, you're not able to clone it and you'll need to set up it again.
- On the right of the case, you'll see 4 icons. The one you need to select looks like a spanner. This will start the cloning process.
- Select 'Next' through each screen for the information to copy across. There will be some information that you need to input again.
- Once you submit the new case, add a note on MATS to confirm '*Any documents already provided on case ref AAxxxxxxx should be cross-referenced with this new case*'



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