

ENHANCED CASE TRACKING PROCESS

Our new processes aim to improve the experience and management of your case(s) when working with us.

We're always looking for new ways to improve the service we offer to you. This is why we've enhanced the case tracking facility in [Bluelink](#).

The enhancements provide a more transparent view of each mortgage application and will allow you to accurately track all of your open cases.

The application journey and how you can help the cases to progress quickly is outlined below.



DIP Approved

At this stage Bluelink has automatically assessed the information you've provided to determine whether the customer fits within our criteria and can afford the mortgage.



Application Created - Awaiting Documents

During this stage, you will receive a checklist of items we require in order to complete our initial underwrite of the application.

We're unable to proceed until all documents have been uploaded.

Note: Remember to click **"Confirm & Notify"** button to submit all documents.



Application Received

All documents are now received and with our Case Managers, waiting to be reviewed.



Application Being Assessed

Our case managers will take a review all documents uploaded. The objective of this step is to package and prepare the application ready to Underwrite.

If your case manager discovers any missing or unreadable documents, you'll be notified and moved back to **'Application Submitted - Missing Documents'** while we wait for those documents to be received.

If we have any queries relating to the information provided having reviewed all documentations, the application will move to **'Pending Underwrite - Further Information'**.



Underwriting

At this stage we aim to underwrite your case and proceed to **'Awaiting valuation'**. Should that not happen you will proceed to one of the below;



Missing Supporting Documents

Please refer back to Bluelink checklist to see what documents are required to proceed.



Post Underwrite Further Information

Please refer back to Bluelink checklist to see what information is required to proceed.



Awaiting Valuation

We will instruct the valuation report once the fee is paid and we are happy to progress the application.

Post valuation, if we require more documentation, your application will be moved to **'Missing Supporting Documents'**.



Awaiting Final Decision

If all documents are received, your case will join the queue for our final underwrite.



Offer Produced

Confirmation that we are happy to advance/lend the money.



Pending Settlement

This is where we have agreed a settlement date and will process the application for completion.



Completion



To get a clear illustration of our fees free remortgage process please [click here](#). You can also find more information about our products and services on our [website](#).

T: 0800 368 1833
W: bluestone.co.uk/mortgages/adviser

Lines open 9.00am - 5.30pm Monday to Friday. Calls may be recorded.

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