B&WP: **Broker:** B&WP: Upon receipt of missing info Email B&WP Job Sheet / & signed application Within 24hr preparation Servicing calc & all commenced. Complete all upload documents into supporting docs in Nexus AOL/LoanApp, ensure all required fields in Nexus & or Shared drive. AOL/LoanApp. Produce all appropriate docs are stored (Broker to have already NCCP docs, Lender in Nexus. Inform broker deal discussed Fact find / A&Ls application. Follow up sigs & is ready for checking and & Declared Livina any missing items press Lodge / submit when expenses) happy. B&WP: **Broker:** B&WP: Email Supporting docs to bank if not via AOL / Track deal with Check deal / add broker Communicate all stake holders (lender, Valuer notes if needed / email settlement to client & solicitors). Chase up any B&WP of any corrections, via Email & or Txt additional documents required minor changes etc & from borrower. Manage all press submit. Inform B&WP Job Completed updates to borrower & broker deal submitted

via email, phone &/or SMS each step of the way to settlement.

NOTE:

Number of follow ups will be up to 3 times with stakeholders and customers via phone / email or SMS. If no response than broker intervention will be required.



Note: B&WP will be guided by broker as to the extent of communication with client for missing docs / status updates etc.