

## Top tips for uploading documents

When you've submitted a full application, go to the "My Client" tab in our online application system where you can upload everything we need.

Follow these tips to ensure your case is processed as smoothly as possible.		
Vpload all documents that are applicable to your case		
Upload documents under the correct document heading, as wrongly labelled documents will delay your customer's application		
Make sure you scan the full document, ensuring nothing is cut off and the text is clearly visible. Documents can be re-uploaded if needed		
Remember all documents can be uploaded, including site plans. Site plans must be uploaded in colour		
Documents don't need to be certified however they must be true copies of the original		
If you need to send anything to us by post, please use our cover sheet & include the case number.		

Document information		
Accepted file type	PDF & JPG	
Maximum file size	14 MB	
Accepted formats*	Colour or black & white	
Upload limit	There is no limit on the number of documents you can upload. Documents that exceed file size can be split over two uploads.	

## What happens next

Your case will be sent to an underwriter in your local branch once we've received all the requested documents. The quicker we receive the information, the quicker we can produce your offer.

## **Track your application**

Under the "My client" tab, you'll be able to see exactly what documents you have uploaded and the application's current status.

\*We also accept high quality images taken by a mobile device at its actual size.