



**HSBC UK**

| Opening up a world of opportunity

## **We improved our processes**

Good news - we've listened to your feedback and have improved our processes for making changes to an existing mortgage application.

### **Changes to Direct Debit or Solicitors details**

To make changes to a customer's Direct Debit or Solicitors details, please call our Broker Support Helpdesk on **0345 600 5847**.

### **Rate changes**

To change a customer's rate please use our [Chat with us](#) facility.

### **Changes to the property or loan quotation**

To make any changes to the property details or to the loan quotation (e.g. loan amount or mortgage term), please continue to complete and submit an Application Amendment Form (AAF).

## **HSBC UK**

For Intermediary use only.