

## We're enhancing our online 'Chat with us' service

From **Wednesday 19<sup>th</sup> July**, you can now request a rate change on an existing mortgage application through '[Chat with us](#)', rather than having to complete an Application Amendment Form.

This enhancement will reduce the overall processing time, shortening the application to offer timescale.

Please note, for any other changes to an existing mortgage application, the [Application Amendment Form](#) will still need to be completed and submitted via the broker platform.