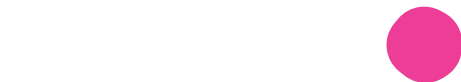




# Getting in touch with us during Covid-19

With Mortgage Pro, you're able to access all your customers' cases, 24/7 from any device. Please check for case updates online before calling our Mortgage Application Processing team.



## Technical Helpdesk – 0345 307 3355 (Option 1)

For help with online technical problems.

## Mortgage Application Processing – 0345 307 3355 (Option 2)

Live application case updates and queries.

## Telephony BDM Team – 0345 307 3355 (Option 3)

New sales enquiries or business opportunities.

Account management.

## Panel Management Team – 0345 307 3357 (Option 2)

For queries relating to registering with TSB.

Change to broker details.

## Procuration Fees – 0345 307 3357 (Option 3)

For queries relating to mortgage procuration fees.

We've temporarily adjusted our fortnightly proc fee payments to now be paid within 7 working days of the application completion date.

## Mortgage Servicing Team – 0345 835 3380

Mortgage payment holidays.

Customers who require our tailored support.

All our Business Development Managers have been given "read only" system access, to give you regular updates when needed. To find out who your Business Development Manager is, please visit <http://intermediary.tsb.co.uk/contact/development-manager/>

For more information on how we're helping you and your customers during Covid-19 please visit <https://intermediary.tsb.co.uk/covid19-support/>