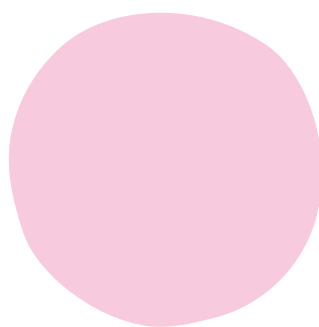




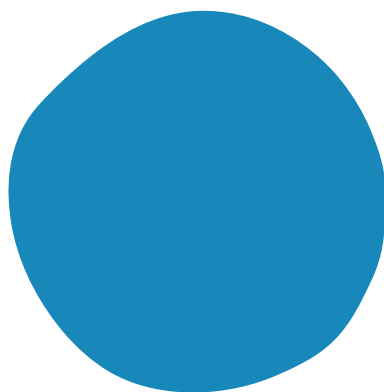
How to update your contact details in TSB Mortgage Pro.



FOR MORTGAGE PROFESSIONALS AND INTERMEDIARY USE ONLY. NOT FOR PUBLIC DISTRIBUTION.

You will be able to amend the following:

- email address
- title
- forename
- surname
- phone number
- marketing email notifications
- you/administrator receiving email notifications
- select a different trading address.



From the TSB Homepage, login to your account with your username and password.

FOR THE USE OF MORTGAGE INTERMEDIARIES & OTHER PROFESSIONALS ONLY

TSB

Contact usRegisterLogin

NewsProductsCriteriaValuationsTools and CalculatorsGuides and FormsFAQsSupport

Mortgage Intermediaries

Welcome to our Mortgage Intermediaries hub, here you'll find everything you need to know about our service levels, available products, and the details for your regional case management teams.

Mortgage processing

Initial case review & document processing

2 days

Underwriting

Standard & self employed cases

2 days

Call wait times

Mortgage processing: New sales enquiries

2 minutes1 minute

All service statistics last updated: 15/03/2023. All figures are averages.

TSB Mortgage Pro

It's easy for you to answer most case queries by logging on to TSB Mortgage Pro.

TSB Mortgage Pro

Money Worries

We're here to help clients get support with the rising cost of living, managing debt or saving money.

Visit our Money Worries page

Intermediary login

Login

Username

Password

Forgotten username?Forgotten password?

Login

Not registered?

If your Firm is already part of the TSB Bank plc the 'Register for TSB Intermediaries' button will be visible on the homepage.

If you're unsure of your login details please contact your account manager. Please note, your security questions, are all case specific.

Register for TSB Bank plc Intermediaries

Click on your name on the top right, then select 'Your details'.

TSB

Portfolio ManagerContact usFred Bloggs

Welcome Mr Fred Bloggs

Create new case

All cases

You currently have no cases.

Search: Surname, full name or case ID

Cases requiring action

Cases with alerts

Active cases

Unsubmitted cases

Submitted cases - Pre offer

Submitted cases - Offered

View our lending policy

Fred Bloggs

Your details

Your administrator

Log off

A large, solid pink circle is positioned in the lower-left area of the page. It is a simple, uniform shape with no internal details or text.



Scroll down to the bottom and select the option you require 'Edit email' or 'Edit your details'.

T

S

B

Contact usFred Bloggs

Your personal details

Reference number	173279
Title	Mr
Forename	Fred
Surname	Bloggs
Date of birth	01/01/1970
Email address	fred.bloggs@tsbintermediaries.co.uk
Mobile	07111111111
Telephone	01111111111
Trading address	TSB KEYPOINT GREAT PARK ROAD BRADLEY STONE BRISTOL BS32 4DQ
User roles	Broker
Firm	TSB Intermediaries

[Update account details](#)[Edit email](#)[Edit your details](#)

If you are amending you email address, enter your new details and click 'Submit'.

T

S

B

Contact usFred Bloggs

Set email address

Set email address

Old email address

fred.bloggs@tsbintermediaries.co.uk

New email address

Confirm new email address

Enter your password

Cancel

Submit

If you are amending your details, enter the changes required, 'tick' if you wish to receive marketing details or/ and if you would like your administrator to receive email notifications and then click 'Submit'.

T S B

Contact usFred Bloggs

Edit your details

Your personal details

Reference number

T79579

Title

Mr

Forename

Fred

Surname

Bloggs

Date of birth

01/01/1970

Email address

fred.bloggs@tsbintermediaries.co.uk

Mobile

01111111111

Telephone

01111111111

User roles

Broker

Firm name

TSB Intermediaries

☐ Please select if you wish to receive marketing material

☐ Also send email notifications to administrators

Trading address

TSB Intermediaries (BS32 4QG)
TSB KEYPOINT
GREAT PARK ROAD
BRADLEY STONE
BRISTOL
BS32 4QG

Select a different trading address

Cancel

Submit

If you are amending your trading address the 'select a different address', search for your new trading address, select the correct option then 'Submit'.

T

S

B

Contact usFred Bloggs▼

Edit your details

Your personal details

Reference number
123456

Title
Mr

Forename
Fred

Surname
Bloggs

Date of birth
01/01/1970

Email address
fred.bloggs@tsbintermediaries.co.uk

Mobile
07111111111

Telephone
01111111111

User roles
Broker

Firm name
TSB Intermediaries

☐ Please select if you wish to receive marketing material

☐ Also send email notifications to administrators

Trading address

TSB Intermediaries (BS32 4QG)
TSB KEYPORT
GREAT PARK ROAD
BRADLEY STONE
BRISTOL
BS32 4QG

Select trading address

Search Q

Search by name

Name	Town	Postcode	Select
TSB Intermediaries (BS32 4QG)	BRISTOL	BS32 4QG	<input checked="" type="radio"/>
TSB Intermediaries (EH2 4LH)	EDINBURGH	EH2 4LH	<input type="radio"/>

Close

Cancel

Submit