



We're here to  
support you,  
expert to expert.

# We do things differently.

## Our Service Promise.

As an intermediary partner you can expect great products and exceptional service. Plus, we make working with us as easy as possible.



### Every broker has 15 BDMs.

Our national team of 24 Business Development Managers have, on average, over eighteen years industry experience and will return your call within three business hours.

What's more, you'll always have access to an expert, as our experienced team of office-based BDMs answer your call in seconds. Or you can chat to them live via our website.

And should you need a helping hand, our BDMs are here to support you throughout the full application journey.



### A more helpful helpline.

Our multi-skilled operations team will do their best to get your case moving on the spot. And if they can, they'll get it offered whilst you're on the phone.



### Access to underwriters.

We don't have gatekeepers, so you can deal directly with underwriters on referred cases.

You'll be given their extension number, so you can always speak to the decision maker. And if they receive your call before 3pm, they'll call you back the same day.

We also have a specialist underwriting team dedicated for lending between £750,000 and £2 million, to support you with pre-application checks, keying and documentation required.

## Register through TSB Mortgage Pro.

Our straightforward application system was designed with you in mind and makes your interactions with us easier. And we have a streamlined Rate Switch facility you can use for existing TSB customers.



**Call us**

[intermediary.tsb.co.uk/call](https://intermediary.tsb.co.uk/call)



**Contact**

[intermediary.tsb.co.uk/contact](https://intermediary.tsb.co.uk/contact)



**Or visit**

[intermediary.tsb.co.uk](https://intermediary.tsb.co.uk)