



The Evolution Award



Nationwide has made impressive strides in its online technology over the last 12 months

Nationwide is our deserved winner here for the organisation that has made the biggest strides in terms of its online technology over the last year. Having recognised the need to update its intermediary systems, Nationwide has made a clear commitment to providing intermediaries with what they really need.

Its new intermediary e-trading website was launched as a pilot to selected intermediaries in January 2007. And it has a range of improved facilities that show an impressive understanding of how brokers use technology.

Brokers can get KFLs and create new cases from DIP to full application without having to re-key data. It has dynamic functionality which only asks for the information relevant to the particular case submitted. The process can be saved and closed at any point and the information validated at any stage to ensure nothing has been missed.

Brokers can also use the new system without having to re-register or input new pincodes – detail that shows Nationwide has seriously considered usability.

Web address: nationwide.co.uk/intermediaries

Online opening hours: 24/7

Percentage of mortgage applications submitted online: Approximately 60%

DIPs available: Yes

Full offers available: No

Number of brokers registered on the system: Approx 25,000 – our e-registration covers access to MTE and our website e-services

Mission statement: Nationwide is dedicated to intermediary business and is striving to make submitting business with us easier. We are committed to both our website and MTE e-trading offerings to allow intermediaries freedom of choice.

