

Top tips for uploading documents

When you've submitted a full application, visit the 'Actions' tab in our [online application system](#) to see which documents we need for assessment. Here you can also upload everything we need.

We'll send your case to an underwriter once we've received all the documents and the valuation report.

Using document upload

- ▶ Only upload documents we've asked for
- ▶ Upload documents under the correct folder heading. We'll reject wrongly labelled documents, delaying your customer's application
- ▶ Scan the full document. Make sure nothing gets cut off and the text is clearly visible. We won't accept re-scans
- ▶ Certify all documents online
- ▶ If you need to send anything to us by post, use our handy cover sheet
- ▶ Useful technical information:
 - Accepted file types – PDF or JPEG
 - We accept high quality images taken with a mobile device at their actual size
 - Maximum file size – 10MB
 - Accepted document formats – colour or black and white
 - Number of uploads – up to 50 separate uploads per application (with up to 100 pages per upload).

Save time. You can assign your case administrator(s) to manage your cases for you. They can upload documents, progress your cases and log in for updates. Download and follow the steps in our handy [linking your case administrator guide on our Working with us hub](#).

Keeping you updated

- ▶ We'll send your case to an underwriter once we've received all the requested documents and the valuation report. So the quicker we get the information, the quicker we can produce your offer
- ▶ Use the 'Actions' tab to see exactly which documents we've received. You can also see which documents we've requested from third parties, including valuations
- ▶ The **[service page](#)** on our website lets you know our current processing times.

For more information, head over to boi4i.com where you can:



Find resources on our [Working with us Hub](#)



Get answers to common queries from our [FAQs page](#)



Get in touch with our team for further support

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