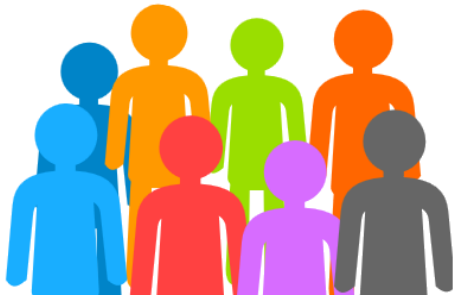


You Said. We did.

As a direct result of feedback from our broker survey in March, along with our commitment to improve our customer experience, we have implemented a number of changes to improve our service to you.



We have created new roles and increased the head count in our **broker support** and **mortgage processing** teams to help improve our efficiency



Top 3 things you liked about us

- New online application system
- Friendly & approachable staff
- Flexible criteria & underwriting

We have provided a new **case tracking facility** for brokers to easily track their conveyancing cases online



Our innovative new Self Build mortgage products include a **Short Term** product and a **Family Assist** product

Our Buy to Let

maximum loan to value has now increased to

75%

for our Business, Consumer & Family Buy to Let products

6 months is our new standard **Mortgage Offer** validity period



We've launched some new products in our credit repair subsidiary MBS Lending which now includes **Shared Ownership** and **Right to Buy** mortgage products

Our **Shared Ownership** product range now includes a new fixed rate product as well as our discounted rate product. Both are available up to **95%** of the share being purchased



Got a minute? Look out for our next survey in September

Your feedback is important to us. We are committed to continually improving the experience for you and your customer



01664 414144



brokersupport@mmbs.co.uk



www.themeltonbrokers.co.uk

This information is for intermediaries only. It is not a consumer advertisement and therefore must not be disclosed or given to the general public. Melton Mowbray Building Society & MBS Lending are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Melton Mowbray Building Society is entered in its register under number 106184 & MBS Lending under number 460654. MMBS38417



themelton
for brokers