

## HOW TO MAKE CHANGES TO AN APPLICATION

BM Solutions allows you to make amendments to an application yourself post full application submission. Log in, retrieve the application and make the applicable changes. You will need to produce a new quote before you submit the changes to us. You don't need to let us know if you have made changes to an application, we will be in touch if we need any more information.

We have highlighted below the amendments you can make online. If it is a change that we need to make for you, please upload a contact form to the application. You can find the contact form [here](#).

Detail	How to change – online or phone
Personal details (name, address, date of birth, contact details)	Online
Employment	Online
Credit commitments	Online
Loan amount, term or purchase price	Online – Select Quotes
Product	Online
Direct Debit	Online
Property – minor amend to address or property details	Upload a Contact Form to the application
Property – changing property to be mortgaged	Online – Select Revise Property
Conveyancer*	Upload a Contact Form to the application

\*If you would like to change from using Free Legals to a cashback product, please change the application type in the Personal Details section of the application from Remortgage to Remortgage Own Conveyancer and produce a new quote on a cashback product available. You can then upload a contact form to confirm the new conveyancer details and we can update these on the application.

### WHEN TO USE THE REVISE PROPERTY BUTTON

You can change the full security address in the property details section of the application if the property the customer is purchasing has fallen through.\*\*

- Log in and Retrieve the application
- Navigate to the property details section
- Select 'Revise Property' button
- Enter new property address and any other required information i.e. number of bedrooms
- Select a new product in the Quotes section and re-quote
- Submit the changes to us.

\*\*If the property has not changed but an amendment to the format of the address needs to be made then please upload a contact form to the application and do not use the Revise Property option.

**If you need any support with making an amendment to the application please contact our dedicated BDM team on 0345 425 5261.**

Calls and online sessions may be monitored and recorded. Not all Telephone Banking services are available 24 hours a day, seven days a week. This information is correct as of October 2022 and is relevant to Birmingham Midshires products and services only. For the use of mortgage intermediaries and other professionals only. If you do not have professional experience, you should not rely on the information contained in this communication. If you are a professional and you reproduce any part of the information contained in this communication, to be used with or to advise private clients, you must ensure it conforms to the Financial Conduct Authority's advising and selling rules. Birmingham Midshires is a division of Bank of Scotland plc. Registered in Scotland No. SC327000. Registered Office: The Mound, Edinburgh EH1 1YZ. Bank of Scotland plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 169628.