



## Providing Information to Citi

### Important Information

Hi,

On 1<sup>st</sup> August 2022 we are releasing an improvement to our Lender System, enabling your members to upload the below documents through a web interface.

- Further Information required post Packaging Review
- Further Information required for Citi to make an initial credit decision
- Conditional approval conditions

**The above is not a change to our process, but an enhancement that enables an improved file management and broker experience, that will lead to faster outcomes. This enhancement eliminates the need for you to email documents to [mortgageapps2@citi.com](mailto:mortgageapps2@citi.com).**



### How will it work?

1. You will receive email notification from the Citibank Lender System (CLS) with a link.
2. The link takes you to a page where you can log in using your Citi Rep ID.
3. Once logged in, you will have two options to respond to each query / condition listed.
  - Option 1 - "I will provide a response later" or
  - Option 2 - "I am providing documents and or comments".
4. Select Option 2, then "Select file to upload" and choose the document type. Once the document is displayed on screen, select "Upload Files". Once you've uploaded your files, they cannot be removed or retrieved from the application.
5. You need to respond to all the required information or loan conditions requested before clicking "Submit" to complete the process.
6. Additional documents or information can be provided in the "Additional Information" section.
7. You will then receive confirmation the documents have been successfully received or an error message detailing any issues.



### Please note

1. Files being uploaded must be in PDF format and be a maximum of 5MB per document.
2. You can upload a maximum of 3 documents per information request or condition to be satisfied. Additional documents for the one requirement can be provided via the Additional Information section.
3. Please upload the correct corresponding document(s) for each condition to ensure timely processing of your application.
4. Please ensure you select the correct document type within each information request or condition to be satisfied.
5. The link embedded within the email notification expires after 14 days. If you click on an expired link a new link will be generated.
6. If all the required information or loan conditions are not uploaded, a new link and email notification will be generated and sent to you.
7. A new link will be sent to your email if you submit a partial response. Partial response is where you selected "Option 1: I will provide response later" to some of the queries / conditions listed.
8. If further information is requested or a loan condition is disputed, you can choose to respond with relevant information / justification in the comments sections for the

particular query / condition. We can either remove or alter the initial requirement based on your response.

I look forward to delivering the enhanced Lending System and improving our service to you. Should you experience any difficulties please don't hesitate to reach out to our Broker Assist team or your BDM, we are always available to assist you with any questions.

Regards,



Matt Wood  
Head of Mortgages Distribution,



**Matt Wood**

*Head of Mortgages Distribution*

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We will never request your personal details, account details, PIN or passwords by email or SMS.

Never disclose the One-Time PIN that is sent to your mobile to anyone and only use it for the purpose for which it was sent.

Always check SMS and email alerts from us relating to your account and report any unauthorised transactions to us immediately.

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