

# Automatic Case Updates

update



**Penrith**  
building society  
*...for intermediaries*

01768 863675

# When to expect automatic case updates

Case updates will be provided to you at the following stages:

- When the admin team begin their initial checks
- When our initial checks are complete and your case has been passed to a case officer
- If, for any reason, your case is paused awaiting further information
- When your case has been transferred to our underwriting team for approval
- The outcome of the approval decision
- When, if applicable, we have instructed the valuation
- When an offer is issued

# Where to find updates

<https://broker.penrithbuildingsociety.co.uk/>

Your case officer is always pleased to speak with you directly as your case progresses. We will also let you know via email that there has been an update on your case and that you can log on to our portal to view it.

## Self-serve in easy steps

1. **Log onto the portal**
2. **Choose the client**
3. **View the update**



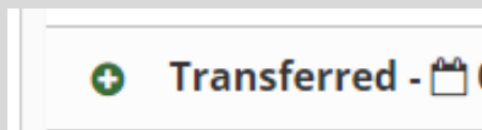
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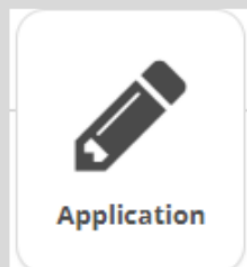
# Viewing and responding to updates



Log onto portal and choose your client



Click the "+" next to the application you want to query



Click the pencil icon labelled 'Application'

Description	Admin Document	Broker Document	Completed
Initial Checks in Progress	⊘ No Document	Upload	⊙
Passed to Case Officer	⊘ No Document	Upload	⊘

View the update

Any update from us associated with a particular stage can be accessed by clicking on the relevant 'Admin Document'.

If you are required to provide information in support of our request, you can do so using the 'Upload' link under 'Broker Document'.