Top tips for uploading documents

Bank of Ireland UK
Intermediaries

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. Just call us so we can verify their access.

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.

Need help? Contact our sales support team from 9am to 5pm, Monday to Friday on 0345 266 8928*.

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*Calls may be recorded for training and monitoring purposes. Calls cost no more than calls to geographic numbers (01 or 02). Calls from landlines and mobiles are included in free call packages.

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