



Latest FAQs

Mortgage Trading Exchange (mte)

6 The Courtyard
Buntsford Gate
Buntsford Drive
Bromsgrove
B60 3DJ

Sales Support: 0871 384 0055

Web site: www.mtedirect.co.uk



Question

How/when do I receive my PIN number for the Mortgage Trading Exchange (mte)?

When you have registered for the Mortgage Trading Exchange via the User Registration Database (URD) at www.mteregistration.co.uk, you will be required to choose your own pin/password. We will issue you with a User ID, this will be two letters followed by 6 digits, for example MM715368. The User ID will be emailed to you but the pin/password will not so please ensure you keep a record of these details.

Question

Do I have to be logged onto the Internet whilst using the MTE?

No. You only need to be connected to the Internet when actually sending the applications to lenders. You can either save your applications and send them all together, or you can send them individually.

Question

Which lenders are available on the MTE?

There are currently over 35 lenders live on the Mortgage Trading Exchange (mte)

- Accord
- Alliance & Leicester
- Atom
- Bank of Scotland
- Bristol & West
- Chelsea BS
- C&G
- Clydesdale
- Coventry BS
- Dunfermline BS
- Furness BS
- GMAC
- Godvia
- Halifax
- Hinckley & Rugby BS
- Ipswich BS
- KGB
- Mortgage Next
- Mortgage Times
- Nationwide BS
- NatWest
- Northern Rock
- Norwich & Peterborough BS
- Platform
- Praxis
- Principality BS
- Royal Bank of Scotland
- Scottish Widows Bank
- Solent Mortgage Services
- Standard Life Bank
- The Mortgage Business
- The Woolwich
- Tipton & Coseley BS
- UCB HomeLoans
- West Bromwich BS
- Zebra Homeloans

Question

Do I have to be online to download my token (Get Token)?

Yes.

Question

What should I do if I lose or forget my PIN number, User ID or password?

You should contact the **mte** helpdesk on 0871 384 0055 or email support@mortgage-brain.co.uk

Question

Can I print off blank application forms?

Yes, by clicking on the **Print Form** icon in the main **mte** screen.

Question

How will the lender know if I am submitting through a mortgage club (for enhanced proc fees?)

This will be indicated on the lender's application form.

Question

Do I have to complete an application form all at once?

No, you can save application/AIP form at any time by clicking on the **Save** button when the form is open and return to it when you need to.

Question

Can more than one member of staff use the same log in details?

This is not something we recommend as colleagues can reset the log in details and not inform others of the changes. This results in brokers being blocked from the system and as a result, are unable to send electronic forms.