West One

Case Hub User Guide

Case Management System
Residential First Charge Applications

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What is Case Hub?

Case Hub is a case management system from West One, which is accessed via our online portal.

What does it do?

Case Hub removes the need for using email, as it allows you to both message your Underwriter and upload documentation – from the start of the process right through to the finish.

How does it work?

Case Hub works by providing a clear, straightforward platform for an instant record of conversations on all of your cases, and all of your document uploads – set against a needs list from your Underwriter.

When/how do I use it?

Although Case Hub is available as soon as you create an application, the main functionality really begins once your case is ready to be submitted for Underwriting.
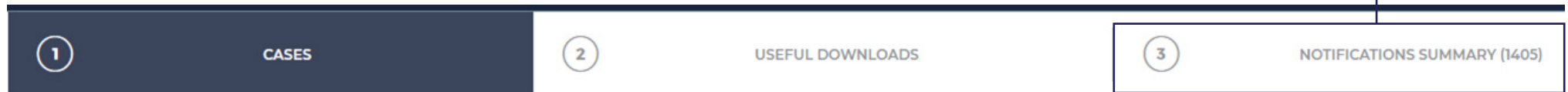
What is this document?

Case Hub is very simple to use, however even the most straightforward system can be confusing the first time you come across it. This user guide is designed to enable you to hit the ground running.
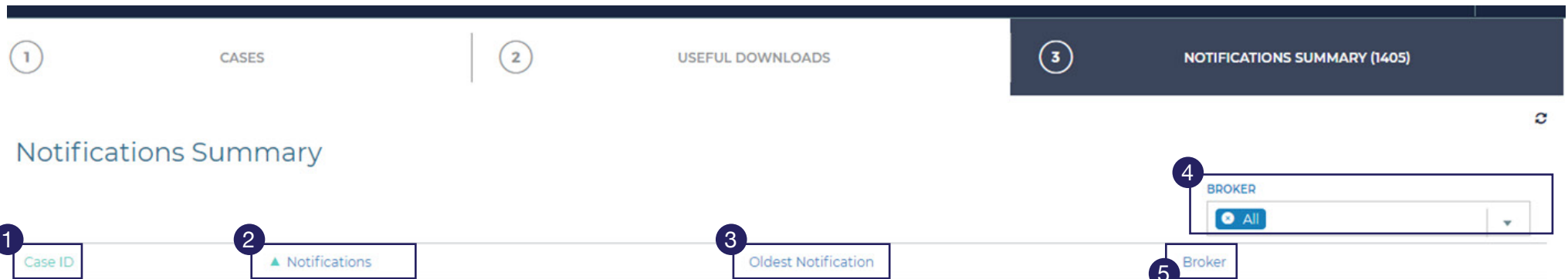
Contents

What does Case Hub look like? – Home Screen

Depending on the type of business you submit to us, your home screen will have 2 or 3 tabs at the top of the screen, as shown below. The Notifications Summary tab highlights how many cases you have received updates for.

① CASES	② USEFUL DOWNLOADS	③ NOTIFICATIONS SUMMARY (1405)

Clicking on this section will take you to the below screen

① CASES	② USEFUL DOWNLOADS	③ NOTIFICATIONS SUMMARY (1405)

Notifications Summary

4 BROKER
⊗ All

1 Case ID   **2** ▲ Notifications   **3** Oldest Notification   **5** Broker

1
Case ID: This will show you the application number for the case you have a notification on – clicking this will take you directly to the case.

2
Notifications: This will show you the number of notifications pending on this case. Clicking on this will take you directly to the case and provide a breakdown of what they are.

3
Oldest Notification: As it sounds, it will show you the date of the oldest pending notification for that case.

4
Broker Dropdown: This enables you to filter the cases you see – either just you, or everybody in your company.

5
Broker: This will indicate the name of the person in your company allocated to each application.

What does Case Hub look like? – In Case

Once an application has been created, you will see 4 tabs at the top of the screen - Product Selection, Generate ESIS, Loan Application, Case Hub.
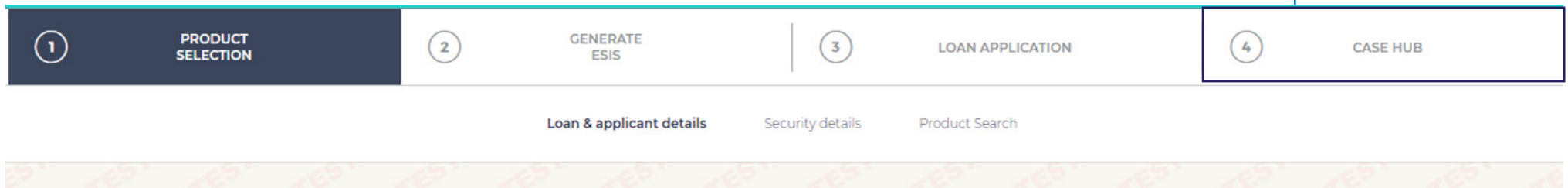
Clicking on the Case Hub tab will bring up the below. A bold red banner showing No Notifications is normal for a new application,that has not yet been submitted to us.
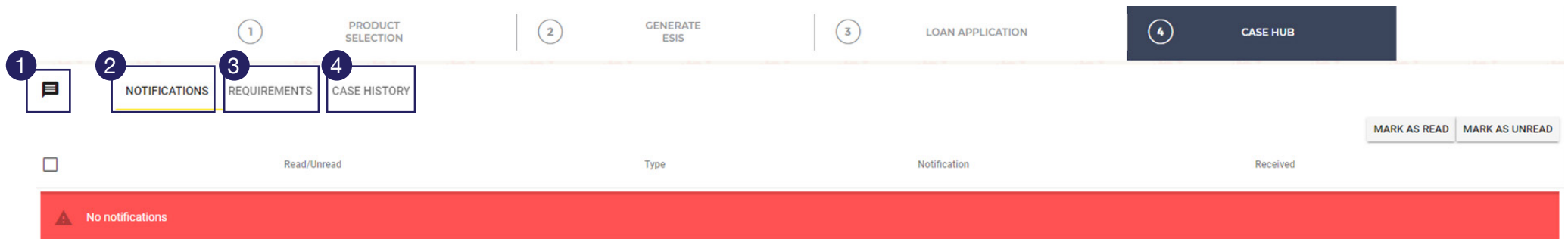
1
Messaging – Click on this icon to both send and receive messages relating to the application.

2
Notifications – This section is where you will get a breakdown of the notifications on your home page.

3
Requirements – This section is where you will see a list of our Underwriting requirements, and where you can upload documents.

4
Case History – This section is a breakdown of every interaction on the case.

Case Submission

When you are ready to submit an application, the Case Hub section is where you need to go to upload the initial documentation requirements.

Uploading Documents

1 Click on the **Requirements** tab of **Case Hub**

2 Click on **Add New File**

Upload file for requirements

☑ Application Form (all sections must be fully completed & signed by the borrowers)

3

☑ ESIS (please supply a copy of the current, valid ESIS)

☐ Proof of Income (see Criteria for acceptable documents)

☐ 12 months mortgage / rental history is required for current address (not required for First time buyers)

☐ Proof of residency covering 3 years (if not on Voters Roll)

☐ Signature ID (see Criteria for acceptable documents)

☐ KYC (if failed EID – see Criteria for acceptable documents)

☐ Intermediary Details Form (required for all cases)

☐ Fully completed Consolidation Form (if applicable)

☐ Valuation fee: valuation to be instructed by West One

4
[Choose file] No file chosen

Allowed document types: Excel, Word, PDF, JPG, PNG, TIF, MSG. Maximum file size: 10MB

5
[UPLOAD]

6
CLOSE

3

Tick the requirements your upload relates to.

4

Click on **Choose File** before searching for the files you wish to upload.

5

Once you have selected your file, click on **Upload**.

6

When you are finished, click on **Close**.

NOTIFICATIONS   **REQUIREMENTS**   CASE HISTORY

Filter
All   ADD NEW FILE   🖨   Rows per page: 40 ▼   1-10 of 10   < >

Requirement	View	Approved	Comments
Application Form (all sections must be fully completed & signed by the borrowers)	VIEW FILES(2)	☐	COMMENTS
ESIS (please supply a copy of the current, valid ESIS)	VIEW FILES(1)	☐	COMMENTS
Proof of Income (see Criteria for acceptable documents)	VIEW FILES(1)	☐	COMMENTS
12 months mortgage / rental history is required for current address (not required for First time buyers)	VIEW FILES	☐	COMMENTS
Proof of residency covering 3 years (if not on Voters Roll)	VIEW FILES	☐	COMMENTS
Signature ID (see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
KYC (if failed EID – see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
Intermediary Details Form (required for all cases)	VIEW FILES	☐	COMMENTS
Fully completed Consolidation Form (if applicable)	VIEW FILES	☐	COMMENTS
Valuation fee: valuation to be instructed by West One	VIEW FILES	☐	COMMENTS

Uploaded Files(1)

📁   41009_test test test.docx
just now - by John Uat   ⬇

CLOSE

7
Once you have uploaded your documents, the requirements screen will now look something like this - with a (1) in brackets next to each item you have uploaded something for - and it's colour will have changed from **grey to blue**. If you have uploaded multiple documents to a requirement, then the number will increase aggordingly as noted below as a (2)

8
If you wish, you can view your uploads at any time, simply by clicking on the relevant **View Files** box.

9
Then clicking on the **Download** icon.

10
Then **Close** once finished.

Adding a comment to a requirement

NOTIFICATIONS   **REQUIREMENTS**   CASE HISTORY

Filter
All ▾   **ADD NEW FILE**   🖶   Rows per page: **40** ▾ 1-10 of 10 < >

Requirement	View	Approved	Comments
Application Form (all sections must be fully completed & signed by the borrowers)	VIEW FILES(2)	☐	**⑪ COMMENTS**
ESIS (please supply a copy of the current, valid ESIS)	VIEW FILES(1)	☐	COMMENTS
Proof of Income (see Criteria for acceptable documents)	VIEW FILES(1)	☐	COMMENTS
12 months mortgage / rental history is required for current address (not required for First time buyers)	VIEW FILES	☐	COMMENTS
Proof of residency covering 3 years (if not on Voters Roll)	VIEW FILES	☐	COMMENTS
Signature ID (see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
KYC (if failed EID – see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
Intermediary Details Form (required for all cases)	VIEW FILES	☐	COMMENTS
Fully completed Consolidation Form (if applicable)	VIEW FILES	☐	COMMENTS
Valuation fee: valuation to be instructed by West One	VIEW FILES	☐	COMMENTS

Comments

Comment
Please let me know if upload 2 is okay, thx   ✕ ➤ **⑫**
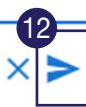
43 / 250

⑬ CLOSE

⑪
If you would like to let us know of anything particular with regards to one of the uploads, you can do this by clicking on the **Comments** box next to the item concerned.

⑫
This will bring up the below box, type the comment before clicking on the **Paper Aeroplane** to send your comment to us.

⑬
Then click on **Close**. Any replies to your comment will subsequently be shown here too.

NOTIFICATIONS **REQUIREMENTS** CASE HISTORY

Filter
All ▾   **ADD NEW FILE**   🖨   Rows per page: 40 ▾   1-10 of 10   <   >

Requirement	View	Approved	Comments
Application Form (all sections must be fully completed & signed by the borrowers)	VIEW FILES(2)	☐	COMMENTS(1)
ESIS (please supply a copy of the current, valid ESIS)	VIEW FILES(1)	☐	COMMENTS
Proof of Income (see Criteria for acceptable documents)	VIEW FILES(1)	☐	COMMENTS
12 months mortgage / rental history is required for current address (not required for First time buyers)	VIEW FILES	☐	COMMENTS
Proof of residency covering 3 years (if not on Voters Roll)	VIEW FILES	☐	COMMENTS
Signature ID (see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
KYC (if failed EID – see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
Intermediary Details Form (required for all cases)	VIEW FILES	☐	COMMENTS
Fully completed Consolidation Form (if applicable)	VIEW FILES	☐	COMMENTS
Valuation fee: valuation to be instructed by West One	VIEW FILES	☐	COMMENTS

14

Comments (1)

Comment

0 / 250

💬 **John Uat** (a minute ago)
Please let me know if upload 2 is okay, thx

15 CLOSE

14 The field will now show with a (1) against it. To view your comment, simply click on it.

15 This will bring up the comment box, click on **Close** to go back to the main screen. Any conversation history on this comment will now show here.

Messaging

Requirement	View	Approved	Comments
Application Form (all sections must be fully completed & signed by the borrowers)	VIEW FILES(2)	☐	COMMENTS(1)
ESIS (please supply a copy of the current, valid ESIS)	VIEW FILES(1)	☐	COMMENTS
Proof of Income (see Criteria for acceptable documents)	VIEW FILES(1)	☐	COMMENTS
12 months mortgage / rental history is required for current address (not required for First time buyers)	VIEW FILES	☐	COMMENTS
Proof of residency covering 3 years (if not on Voters Roll)	VIEW FILES	☐	COMMENTS
Signature ID (see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
KYC (if failed EID – see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
Intermediary Details Form (required for all cases)	VIEW FILES	☐	COMMENTS
Fully completed Consolidation Form (if applicable)	VIEW FILES	☐	COMMENTS
Valuation fee: valuation to be instructed by West One	VIEW FILES	☐	COMMENTS

Messages

No Messages

Message
Please find attached a new case for submission

46 / 1000

16
You can also message us about the case as a whole by clicking on the **Message** icone in the top left of the screen.

This opens up a new field, which is where the majority of the correspondence relating to the case will happen - replacing the need to use email.

17
As with commenting on a particular item, enter your message text and then click on the **Paper Aeroplane** to send the message to us.

18
Then click on the **Message** icon to close this section. Your generic case conversation history will now be carried out in here, rather than by email.

①	**PRODUCT SELECTION**	②	**GENERATE ESIS**	③ **LOAN APPLICATION**	④ **CASE HUB**

Applicant further details | Property details | Further Information | **Download application**

PRODUCT	CURRENT LTV	LTI	NET LOAN AMOUNT	FEES ADDED TO LOAN	GROSS LOAN VALUE	MONTHLY PAYMENT	INITIAL PAY RATE	APRC	RATE TYPE	TERM	
Test product 1st ch resi	20.48%	1.71	£ 100,000.00	£ 2,400.00	£ 102,400.00	£ 583.49	0.80%	1.01%	Fixed	15 years, 3 months	**DOWNLOAD CREDIT REPORT**

Not the product you were looking for? Go back to Product selection

Created Date		Created By ▲	▲ Note ▲
	No data available in table		

ADD CASE NOTE

Add Case Note

ⓘ **ADD NEW CASE NOTE**

Download Application

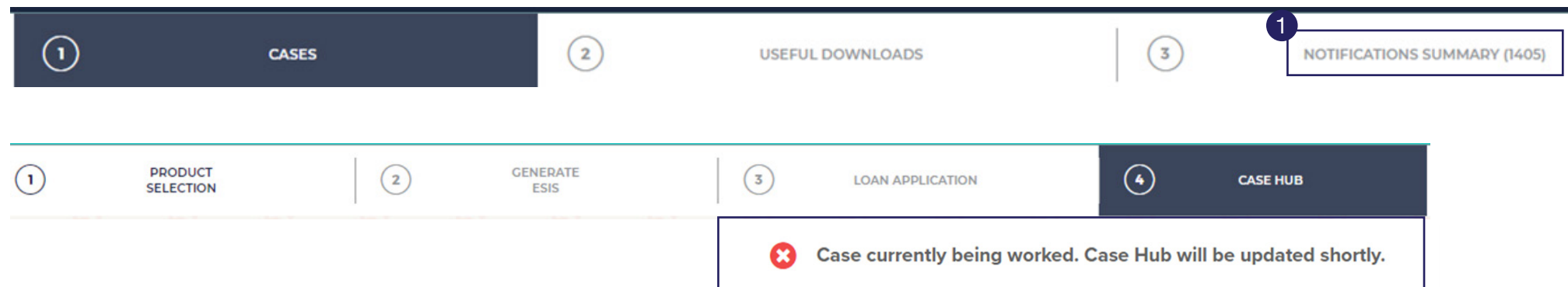**19**

DOWNLOAD APPLICATION FORM

This will also lock down the information in the portal.

Once this had been done, the next step is to pay the valuation fee, if applicable. We need to be in receipt of cleared funds before processing the application. Fees can be paid by one of two ways.

1) **Bank transfer –** payment can be sent to:
    Account name: 1st charge expense account
    Sort code: 60-00-01
    Account number: 48643599
    Reference: quote West One Application ID number (found in the top left corner of the screen)

2) **Card payment –** you/the client can call us and we can arrange payment over the phone on 0333 123 4556, option 2, option 1

Once you have uploaded your documents, and made any necesary comments on requirements/sent a message, you will then need to submit the case in The Portal.

19

Click on the **Submit Case** button, which can be found in the **Download Application** tab of the Section 3 - **Loan Application**.

Case Hub - Post Submission

The Notification Summary Screen

① 〇① CASES 〇② USEFUL DOWNLOADS 〇③ NOTIFICATIONS SUMMARY (1405)

〇① PRODUCT SELECTION 〇② GENERATE ESIS 〇③ LOAN APPLICATION 〇④ CASE HUB

❌ Case currently being worked. Case Hub will be updated shortly.

Notifications Summary

BROKER
⊗ All |

②

Case ID	▲ Notifications	Oldest Notification	Broker
26064	1	2021-08-02 07:28:32	Paul Ward
26314	9	2021-12-14 10:41:50	Janet Mason

①

When the Underwriter has started to assess the application, you will see numbers in the Notifications Summary of your home page as below - this number is based on the number of cases where updates are being prepared. i.e (1) means 1 case, (2) would mean 2 cases.

Once your case has been fully underwritten you will receive an email to let you know that an update is available for review. Prior to this email being sent, if the case is being worked you will see the below message when you go in to the CaseHub section of your application:

If there are no new notification for your case, and no message, then it will mean that the case is yet to be reviewed.

Whilst the home screen shows the number of cases there are notifications for, clicking on the Notifications Summary tab itself will break this down into the cases there are notifications.

②

Clicking on the **Case ID** number on the **Notifications** number will take you straight to the application's notifications screen so you can see what your update is.

Your Update

When you receive an email notifying you that an update is available, in Case Hub you will see that the notifications screen now shows you what has been worked on the case.

Likewise, the requirements screen will have a new look too.

The next two pages will go into what this means in more detail.

The Notification Screen

Once a case has been underwritten, a notification will show on this screen for every action that has taken place in regards to your comments/messages/uploads.

● A number in a blue circle indicates a new message has been received – click on it to read and reply

1

❶

NOTIFICATIONS   REQUIREMENTS   CASE HISTORY

MARK AS READ   MARK AS UNREAD

	Read/Unread	Type	Notification	Received
	✉	requirement	Requirement no longer required: Proof of residency covering 3 years (if not on Voters Roll)	2022-08-02 08:31:36
	✉	requirement	Requirement no longer required: Fully completed Consolidation Form (if applicable)	2022-08-02 08:31:29
	✉	comment	New Comment added: Proof of Income (see Criteria for acceptable documents)	2022-08-02 08:25:49
	✉	requirement	Requirement has been approved: Proof of Income (see Criteria for acceptable documents)	2022-08-02 08:22:56
	✉	requirement	Requirement has been approved: ESIS (please supply a copy of the current, valid ESIS)	2022-08-02 08:22:52
	✉	requirement	Requirement has been approved: Application Form (all sections must be fully completed & signed by the borrowers)	2022-08-02 08:22:51

Rows per page: 30   1-6 of 6   <   >

❶

This section functions exactly how it looks – you can either click on the envelope to mark an item as read/unread, or you can tick the boxes and mark them as read/unread by clicking "mark as read/mark as unread". When unread, items are also not in bold and the envelope appears as open.

❷

This section will give you detail on what has been approved, commented on or added as a new requirement.

The Requirements Screen

All of the notifications on the last screen will relate to the changes you can see on this screen.

● A number in a blue circle indicates a new message has been received – click on it to read and reply.

Requirement	View	Approved	Comments
Application Form (all sections must be fully completed & signed by the borrowers)	VIEW FILES(2)	✓ ℹ	COMMENTS(1)
ESIS (please supply a copy of the current, valid ESIS)	VIEW FILES(1)	✓ ℹ	COMMENTS
Proof of Income (see Criteria for acceptable documents)	VIEW FILES(1)	✓ ℹ	COMMENTS(1)
12 months mortgage / rental history is required for current address (not required for First time buyers)	VIEW FILES(1)	☐	COMMENTS
Proof of residency covering 3 years (if not on Voters Roll)	VIEW FILES	☐	COMMENTS
Signature ID (see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
KYC (if failed EID – see Criteria for acceptable documents)	VIEW FILES	☐	COMMENTS
Intermediary Details Form (required for all cases)	VIEW FILES	☐	COMMENTS
Fully completed Consolidation Form (if applicable)	VIEW FILES	☐	COMMENTS
Valuation fee: valuation to be instructed by West One	VIEW FILES	☐	COMMENTS

Filter: All
ADD NEW FILE
Rows per page: 40 1-10 of 10

1 Any Approved (satisfied) items show with a tick in the approved column, and a green marker alongside the requirement name.

2 Any item deemed not required, or Non-applicable will show with a red marker next to the requirement name, and will have a line through it.

3 The Filter option allows you to see either just your outstanding needs, satisfied needs, or all, satisfied or outstanding.

4 The Print icon allows you to print your requirements, along with any comments that have been made on them.

5 Any new documents or comments you have been sent will flag up with an increased number in brackets, and also the item will be marked in red (not to be confused with unread!).

Any new requirements that the Underwriters have in addition to the standard ones on the CaseHub submission list will also be shown here. This will be the main screen that is used, as it will allow you to make comments, upload documents and also send generic case messages (although the message function works in any of the CaseHub screens).

CaseHub has been built in a way that any document can be viewed, any comment can be read and any message can be read – but they will all show as unsatisfied items until they are marked as read in the Notifications screen. If an item is marked as read in error, then you can simply mark it as unread and it will show as an outstanding item for attention once more.

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