

A helping hand when you need it

We have the tools, expertise and clear open communication to make every application simpler and give you the service experience you deserve.

How to get in touch

Our helpful teams are available **Monday to Friday**.

If you have a pre-application question

- We're open **9.30am to 5pm** on Mondays and **9am to 5pm, Tuesday to Friday**
- You can speak to one of the team through **Broker Chat**
- You can call us on **0345 600 31 31** and choose **option 1**.

After you submit an application

- **For updates:**
 - The quickest way to get an instant update is to login to **TMW Online**
 - If you can't find the update you're looking for online, you can email us: **tmw-updates@themortgageworks.co.uk**
 - You can also call us for an update on **0345 605 40 40** (we're open **9am to 5pm, Monday to Friday**).
- **To update existing applications and DIPs:**
 - Email your change to us:
tmw.applications@themortgageworks.co.uk

Rate Switches

- If you have a question about a Rate Switch application, please use **Broker Chat** and speak with one of our Technical Support advisers (we're open **9.30am to 5pm on Mondays and 9am to 5pm, Tuesday to Friday**).

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Useful Links

A helpful summary of the support available to you - from personal interactions to handy online tech. **If you're viewing online**, click the **bold** text to be taken to the right page. **If you're viewing offline**, please head to **themortgageworks.co.uk** where you can find these links.

- Visit **TMW Online** to track and update your case
- Talk to one of the team on **Broker Chat**
- Contact your BDM through our **BDM Finder**
- Read our **FAQs**.

We work with you so The Mortgage Works

