

Our service commitment to you...

Thanks to your feedback we've now rebuilt our processes to make your experience with C&G an even better one. You'll find:

- new regional teams with individuals taking ownership of cases from start to finish*,
 - so the person you call always knows your case
 - they'll get to know you and
 - time to offer is reduced

*This service is currently being rolled out and will be available nation-wide by the end of October

You can also benefit from C&G Caseflow - our online case management tool. It's professional, concise, clear, easy to use and:

- it lets you submit and manage mortgage cases online
- gives you instant KFI's and lending decisions
- requires minimal data entry
- lets you access both online and personal information

You'll also find ongoing support from your Business Development Manager who will:

- be dedicated to supporting you
- be available to discuss new business enquiries or product range questions
- provide guidance on how to make the most of C&G Caseflow and our website

For details of your local BDM visit www.cheltglos-intermediaries.co.uk.

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C&G mortgages are provided by Lloyds TSB Bank plc and administered by us. Cheltenham & Gloucester plc.
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C&G
for intermediaries

built around you