

# 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

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](http://www.cheltglos-intermediaries.co.uk).

---

THE INFORMATION WITHIN THIS BROCHURE IS FOR PROFESSIONAL INTERMEDIARIES ONLY. IF YOU DO NOT HAVE THE RELEVANT PROFESSIONAL EXPERIENCE, YOU SHOULD NOT RELY ON THIS INFORMATION. IT IS NOT A CONSUMER ADVERTISEMENT AND SHOULD NOT BE DISPLAYED OR USED AS SUCH.

---

C&G mortgages are provided by Lloyds TSB Bank plc and administered by us. Cheltenham & Gloucester plc.  
Registered office: Barnett Way, Gloucester GL4 3RL. Registered in England and Wales No 2299428.

[cheltglos-intermediaries.co.uk](http://cheltglos-intermediaries.co.uk)

**C&G**  
for intermediaries

built around you