

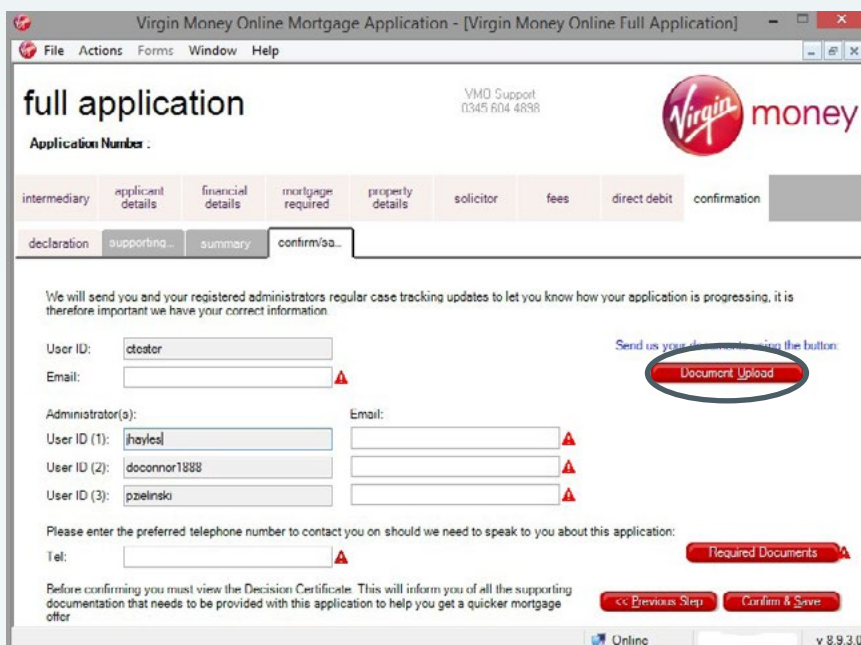
Secure Document Transfer

We've introduced a new **Secure Document Transfer** service to allow you to send your clients' documents to us securely. As part of this new process you now have three ways to send your supporting documents to us securely.

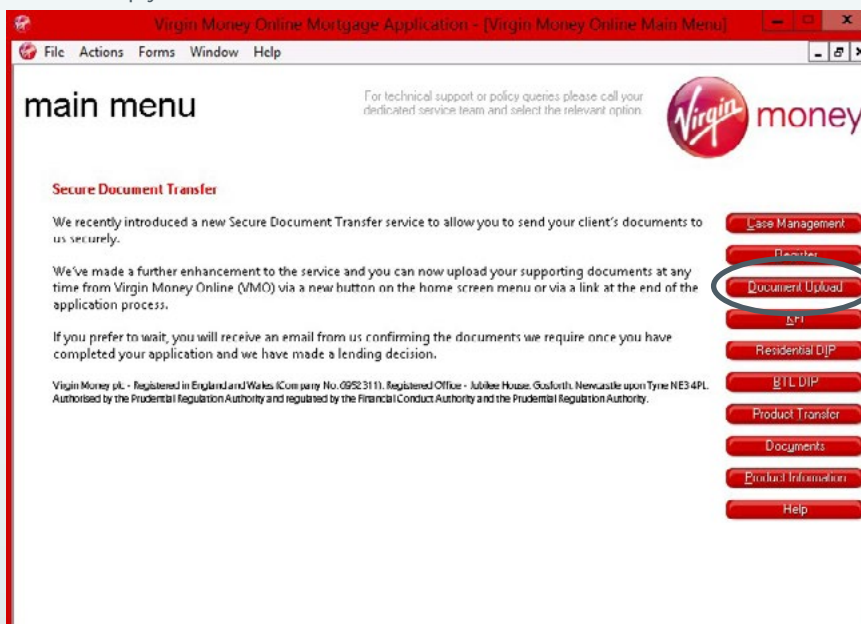
1. Virgin Money Online (VMO)

There are two ways to submit your supporting documents through VMO:

- > Once you have completed your application within VMO, you will be given the option to securely upload any supporting documents at the end of the application process.



- > If you don't have the supporting documents ready at the time of submitting the application, you can log back in to VMO and use the anytime document upload service. Simply follow the link from the VMO home screen:



2. Secure Document Transfer Link

If you prefer to wait, you will receive an email confirming the documents we'll need, once you have completed your application and we have made a lending decision.

This email will contain a unique link where you can securely submit your supporting documentation. Secure Document Transfer links are unique and case specific and should only be used to upload supporting documents for the case referenced in the email you receive.

5 step document upload

The upload process is the same whether using VMO or the Secure Document Transfer link. Just follow the 5 simple steps below:

- 1) Open the document requirements you saved down as part of the application process
- 2) Populate the application reference number and applicant surname
- 3) Click on the 'upload documents' button and select the documents you require
- 4) Add any additional comments in support of the application in the text box
- 5) Click on the 'Submit documents to Virgin Money' button

You will receive confirmation that your documents have been securely uploaded to Virgin Money.

Helpful hints

Our Secure Document Transfer service provides you with the following features:

- Upload multiple documents at one time
- Upload documents from a mobile device or tablet
- Only send the documents our underwriters need – listed in the email or in VMO
- Send scanned copies and photographs of documents
- Send larger file sizes up to 15MB

All documents should be securely uploaded within 10 days of submitting the full application.

Documents can continue to be submitted in one of the following formats: PDF, JPG, PNG, BMP, GIF, ZIP.

You can continue to use the existing email method by sending your documents unsecure to docs@virginmoney.com for new business and ptdocs@virginmoney.com for product transfers.

Want to know more?

Talk to your dedicated Business Development Manager