



Santander Digital Offers now available in Edge Home

TRM customers can now access their mortgage offer as soon as its available in the Edge Home tracking from today, rather than waiting for it to arrive it the post!

Digital mortgage offers have arrived with Edge Home

*On Monday 29th July, we launched a new solution that enables your clients to **download their mortgage offer** directly through Edge Home, offering them the convenience of 24/7 online access. This addresses a major pain point highlighted during the Edge Home pilot, where customers expressed frustration over delays caused by the Royal Mail delivery service.*

Why This Matters:

1. **Seamless Service:** *This new feature streamlines the process for your clients, making it easier and faster for them to access vital documents.*
2. **Enhanced Relationships:** *Providing this cutting-edge technology strengthens the trust and satisfaction between you, your client and Santander.*

How It Works:

1. *Your clients will receive an email once their mortgage offer is ready.*
2. *They can then simply log into Edge Home to download the document at their convenience.*