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## HSBC PARTNERS WITH CAPITA TO LAUNCH IMPROVED BROKER PLATFORM

HSBC is introducing a new software platform that will provide significant improvements for brokers, the bank has announced. The bank also confirms Personal Touch Financial Services as its next intermediary partner.

The new software, provided by Capita, completely replaces the current system and provides a single platform which drives greater automation, making it easier for brokers to transact, upload documents, and track details of mortgage applications and decisions. The new platform will be operational later in the year.

The platform is a secure, scalable and cloud hosted solution that simplifies and streamlines the end-to-end mortgage process, ensuring applications and decisions are processed more quickly.

**Tracie Pearce, HSBC's Head of Mortgages in the UK**, said: "HSBC's Intermediary growth strategy remains to bring on board Intermediary partners in a continuous, yet controlled manner in order to preserve intermediary and customer service. Over half of the intermediary mortgage market now has access to our range of mortgage products, which now includes Personal Touch Financial Services."

"Customers are more demanding of us, they want simplicity, clarity and certainty. We have made our products available to them through their chosen channel of choice and as a business we not only need to provide competitive products, we also need to ensure that we're supporting brokers with the right tools and information to make the process as smooth as possible for them and their customers.

"We know the mortgages we offer are among the very best available and our new system is another important piece of the jigsaw.

"We have developed this platform for brokers with Capita, and it will simplify the process of working with us so that the information brokers need can be accessed quickly and efficiently, including essential case tracking. This will be a gamechanger in how brokers work with us."

**Jon Peart, managing director, Capita Mortgage Software Solutions**, said: “Capita’s Omega platform offers HSBC the flexibility and functionality the bank needs to deliver a first-class service to its customers. When developing Omega we listen to customer feedback enabling us to tailor the end-to-end solution to make it as easy to use and effective as possible. The programme is on target to deliver in record time for an implementation of this nature. We are confident this partnership with HSBC will help drive the anticipated growth of its broker distribution channel.”

The benefits the new broker platform will bring include:

- providing brokers and underwriters a single view of all pipeline cases: with a click users can drill down into each individual case from the single screen;
- specific role based user profiles allow support staff to access and progress individual cases;
- ability for documentation, such as proof of identity and income, to be uploaded directly to the case;
- enables borrower’s eligibility to be qualified and an immediate decision in principle obtained without impacting consumer credit score.

**ENDS**

### **Notes to Editors**

The brokers with access to HSBC’s residential mortgages are: Countrywide, London & Country, Springtide Capital, Alexander Hall, SPF Private Clients, Sesame Limited, Mortgage Advice Bureau, Stonebridge Group, Mortgage Intelligence, First Complete (LSL), Openwork Charles Cameron, Finance Planning Group, First Mortgage and Tenet Lime, Buy to Let Business, Knight Frank, Intrinsic Financial Services, IN Partnership, Professional Mortgage Services, Home Loan Partnerships and Personal Touch Financial Services.

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### **HSBC UK**

HSBC serves c17 million customers in the UK and employs approximately 43,000 people. In the UK, HSBC offers a complete range of personal, premier and private banking services including bank accounts and mortgages. It also provides commercial banking for small to medium businesses and corporate and institutional banking services. HSBC Bank plc is a wholly owned subsidiary of HSBC Holdings plc.

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**The HSBC Group**

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from around 3,900 offices in 67 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,492bn at 30 June 2017, HSBC is one of the world's largest banking and financial services organisations.

**Capita**

Capita is a leading UK provider of technology-enabled customer and business process services and integrated professional support services. With 75,000 people at over 500 sites, including 94 business centres across the UK, Europe, India and South Africa, Capita uses its expertise, infrastructure and scale benefits to transform its clients' services, driving down costs and adding value. Capita is quoted on the London Stock Exchange (CPI.L), and is a constituent of the FTSE 100 with 2015 revenue of £4.7 billion. Further information on Capita can be found at: [www.capita.com](http://www.capita.com).

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