CUSTOMER PORTAL WITHDRAW AN APPLICATION

SLIDE 1

How to withdraw an application in the customer portal.

SLIDE 2

You can withdraw an individual application, at any point, of the processing lifecycle.

Note: Please send a portal comment, or an email, advising why your application has been withdrawn. This will alert TMR Support Staff and be recorded in the application timeline.

TMR support staff can also, withdraw any application on your behalf, and add notes to the timeline, explaining why the application has been withdrawn.

SLIDE 3

The upcoming demonstration will show you how to withdraw an application.

SLIDE 4

If you require to withdraw your application, simply open the relevant application, and scroll to the bottom of the page.

Click, withdraw application, at the bottom of the page.

A pop-up box will display warning you that the withdraw option cannot be reversed.

If you still wish to withdraw click OK, to withdraw your application.

You will be returned to the, all application view, and the status of your application will display as, withdrawn.

SLIDE 5

For any questions, feedback, system enhancement suggestions or general enquiries, please contact your local district from the details provided here.