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How do I make a booking (part 2)?

3 years ago · Updated

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Part 2: Loan Application

After completing the steps at [How do I make a booking \(part 1\)?](#), follow the steps below to help purchasers kickstart the loan application process in 3 easy steps.

Bookings > (Unit #) > Booking Overview

1. Get Consent

1. Click **Send SMS Consent PIN to Purchaser** (What's this for? View more info below)

2. Inform purchaser:

- Their basic contact information will be shared to bankers
- PIN will to be sent to purchaser's registered mobile number (Valid for 72 hours)
- Purchaser needs to send/share this to you to confirm consent

*If mobile number is wrong, change the purchaser mobile number at [How do I edit bookings I have already submitted?](#)

2. Verify

1. Ask purchaser for 6-digit PIN number
2. Enter PIN and click **Submit**

3. Add Banker

Help

1. Click **+ Bankers**

Add up to 3 bankers to refer purchasers for loan application

You can add 4th banker onwards if earlier application rejected or if banker is unresponsive

Bankers will get in touch within 3 working days

2. **Select** from the list

This is a list of panel bankers that you have added to the specific project at [Step 5: Add bankers & lawyers](#)

You may select only one from each bank

3. Click **Add**

The bankers which have been selected will get an SMS notification on the loan case and will have to contact purchaser to process the loan

You are able to monitor loan status

You are able to **Nudge** banker after one day

Invite purchaser's own banker to the specific booking

Invite a banker to register with MHub (for free) to be assigned to this case (booking). They will be able to use the MHub Banker App to provide real-time updates to both the buyer as well as yourself.

Bookings > (Unit #) > Booking Overview

1. Click **+ Bankers**

2. Click **Invite**

3. Fill up the form and click **Invite**

The MHub team will receive the request and will complete the verification process within 24 hours before it will be approved. The status will change after MHub has verified the banker and the banker will also receive an SMS and an email notification.

What is the **SMS Consent PIN** for?

- Mobile phone number verification
- Basic contact info sharing consent (that will be shared to bankers)
- Personal Data Protection Act (PDPA) Consent (mhub.my/consent)

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