



Here's a quick checklist of what to look out for when packaging and keying, to speed up your applications.

Speed up your applications

Help us to help you

- Proof of ID must be certified, or the client must follow our interim ID process which can be found [here](#).
- When uploading ID documents, ensure all pages are included.
- To evidence background buy to lets, provide current tenancy agreement (not out of date/expired) or latest three months bank statements.
- We can now accept a contract to verify future income with a covering letter or email from the employer.
- Provide evidence for all keyed income. If the customer is using other income evidenced on the payslip we will require the latest three payslips.

Auto adverse credit declines

- Outstanding CCJ greater than £100 in the last six years.
- Satisfied or unsatisfied default greater than £100 in the last 12 months.
- Satisfied or unsatisfied default greater than £500 in the last three years.
- Two or more satisfied or unsatisfied defaults, with the latest in the last three years.
- Satisfied CCJ greater than £500 in the last six years.
- One month or more late with mortgage payment greater than £100 in the last 12 months.
- Two months or more late with payments on other individual debts identified via the credit search in the last six month.

System

After taking back control ensure you re-submit the application to TSB. Run the decision in principle (DIP) and reselect the product. Click 'submit' on the left-hand side. When you make a change to the case, an automatic conveyancer cancellation email is sent. Please ignore this as Mortgage Pro will reassign the conveyancer.

Employed: Payslip top tips

- Ensure the customer's name and employers name is present or we will require corresponding bank statement(s).
- The customer's name on the payslip must match the application. If there are minor anomalies, provide the corresponding bank statement showing the customer's full name.
- The URL must be included on online payslips.
- The latest payslip must be dated within six weeks from the date of application.
- If a payslip has multiple entries or deductions, please tell us what they are for.
- All deductions that are ongoing commitments and cannot be cancelled must be keyed into expenditure (student loans, childcare, credit unions etc).

Self-employed

- We use salary and dividends for directors of limited companies (if dividends exceed share of net profit we use the lower figure). The preferred method of verification is an accountant's reference.
- Key an email address for the accountant and we will request a reference via email. This must be completed by a suitably qualified accountant.
- We use net profit for sole traders and share of net profit for partnerships. Our preferred method of verification is two years tax calculations (SA302s, HMRC Online, Commercial Software) and corresponding tax year overviews.
- We require the latest three months business bank statements for all self-employed applicants.
- All tax calculations and tax year overviews must include all pages, customers name (surname and initial), UTR and the tax year.
- Online tax calculations must show 100% complete.

Keying: Hints and tips

- Use the Trans Union credit report to ensure all commitments are keyed into expenditure.
- If commitments are showing on the credit report but have been repaid, key as 'repaid on completion'.
- For remortgage applications always confirm the applicants are moving into the property.
- Main income should be keyed with the frequency of 'annual'.
- For leasehold properties with no ground rent or service charge key £1 – field(s) cannot be left blank.
- Running costs for background residential properties must be keyed as 'other' in expenditure.
- Key all names including middle names and previous three years address history correctly.

Mortgage free clients raising funds on an unencumbered property

- If the customer is capital raising on an unencumbered property and have no other mortgages key the borrower as mortgage free.
- If the customer is capital raising on an unencumbered property for an onward purchase that will require a mortgage, key the borrower as 'borrower with other lender'. We need the onward purchase keyed as a commitment in expenditure.

New build

- For an affordable housing/new build application, when submitting the decision in principle (DIP) please tick the new build confirmation to avoid potential delays as the application progresses.
- Ensure you select the correct warranty provider and avoid potential delays when selecting 'other'.

In the loan requirements – 'Has the applicant located the property they wish to buy?'

- If 'yes' is selected ensure the new build confirmation box is ticked.

Porting – Like for like

- If the product to be ported benefitted from a free valuation, key the existing mortgage account number and the product will be available.
- If the product to be ported did not benefit from a free valuation (or you are unsure) do not key the existing mortgage account number. Instead contact your BDM who can arrange for the product to be rebuilt with a free valuation.

Porting – Top up

- Key the existing mortgage account number into the decision in principle (DIP) and the product will be available.
- If the top up product is not available at the required loan to value, email your BDM who will refer the application to our products team to see what options are available.



Call us
0345 307 3355
(Option 3).



Or visit
intermediary.tsb.co.uk