

# Hints and tips.

Making it even easier to  
do business with TSB.

Local banking  
for Britain



# Making it easier to confirm a client's income.

You already know how crucial it is to confirm a client's income. Well, now we're making it a little bit easier too – by clearly outlining the different types of income proof that can be used in the application process.

This handy chart gives an initial idea of what's required. However, if you're looking for something more detailed, simply visit [intermediary.tsb.co.uk](https://intermediary.tsb.co.uk)

What type of income does your client receive?	What will we need to confirm it?	How to minimise delays
<p><b>PAYE</b> <b>Basic Annual Income</b> You'll need to enter your applicant's basic salary before tax.</p>	<p>Their <u>latest</u> payslip.</p>	<p><b>Please make sure that...</b> Their basic income doesn't include other forms of pay such as a car allowance, which should be included within 'Other Income'. You provide clearly legible documents. The payslip shows the employer's name. For fixed term, short term or probationary contracts please contact your BDM.</p>
<p><b>Commission</b> For example, commission that is a regular payment from sales.</p>	<p><b>If received monthly or quarterly</b> 3 months' payslips supported by YTD figure (or 6 weeks' payslips if paid weekly).</p>	<p>Please make sure that the payslips show the amount of bonus, commission or overtime paid and if possible the frequency of payment.</p>
<p><b>Bonus</b> This is typically paid monthly, quarterly, half-yearly or annually.</p>	<p><b>If received half-yearly or annually</b> Payslip showing the most recent bonus payment.</p>	<p>Please be aware that if referred to underwriting, bonus history covering previous years may be requested.</p>
<p><b>Overtime</b> This is the total amount of overtime regularly earned in a year.</p>		<p>Please make sure that the payslips show your client's overtime payments.</p>
<p><b>Other Income</b> There are various types of income that qualify as 'other'. Please detail them separately and include items like car allowance and income from pensions.</p>	<p>It will depend on the income type. Take a look at our more detailed lending criteria at <a href="https://intermediary.tsb.co.uk">intermediary.tsb.co.uk</a></p>	<p>Please ensure that your client's income from 'other' sources isn't included in the Basic Annual Income section – for instance, a car or town allowance.</p>
<p><b>Self Employed</b> If your customer owns 25% or more, or gets dividends from a company they need to be entered as self employed.</p>	<p>We normally require income documentation covering the last 3 years. Applicants who have been self employed for less than 3 years can be considered subject to underwriter referral. We consider changes in self-employed income over time when considering self-employed applicants in order to ensure we lend responsibly.</p>	<p>If Gross Profit, Assets or Liabilities aren't available or cannot be evidenced, just enter a '0'.</p>

What type of income does your client receive?	What will we need to confirm it?	How to minimise delays
<b>Sole Trader</b>	3 Years' SA302s or subject to underwriter referral, either an accountants reference or Last 3 years Company Accounts signed off by an accountant	<b>Please ensure that you enter the details below in the Net Profit box.</b>  Please enter the Net Profit for last 3 years.
<b>Partnership</b>	3 Years' SA302s or subject to underwriter referral, either an accountants reference or Last 3 years Company Accounts signed off by an accountant	Enter the partners share of the net profit received in the last 3 years
<b>Ltd Company</b>	3 years' finalised accounts or accountant's reference. Please note we cannot accept SA302s where dividends or share of net profit are being used.	Enter salary plus any dividends received.
<b>Buy-to-Let rental income</b> This is when there is a Buy-to-Let property in the background.	Valid AST, estate agent letter or 3 months bank statements.	Rental income should be keyed in as "other income". For residential applications, please key all non TSB background BTL as one commitment. For BTL applications you need to key each individual mortgage.

## Entering your customer's details.

To save you time and avoid getting an unnecessary Alternative Lending Proposal, here are a few hints and tips to help you when entering your customer's details.

### Customer details:

- Please enter the customer's full name including any middle names as that may affect a match on the credit check.
- Make sure the customer's gender has been updated and saved.
- Check that the box under 'nationality 2' is always at 'please select' if the customer does not have a dual nationality.
- For BTL self employed applicants, the income verified section should be marked as "No".
- Please enter the 3 year address history as per Royal Mail records.
- If the customer has moved in the last 3 years please add their previous address details and ensure the dates they moved from and to are accurate.
- Paying into retirement – if the customer will be paying past their anticipated retirement age or 70th birthday please ensure you enter pension income. If not then the maximum term will be restricted.
- When keying in any personal information, ensure they are keyed in correctly to avoid any delays and re-credit scoring.

For quality control purposes, or if the case becomes subject to enhanced underwriting check, TSB reserves the right to request additional proof of income.

## Commitments:

- For remortgage applications, please key the existing mortgage as being repaid.
- If it's a joint mortgage application and one applicant has no commitments make sure you key a commitment as 'none' for that applicant.
- Make sure all balances are as up to date as possible as any balances not recorded accurately can look like undisclosed credit.
- For Buy-to-Let applications, if the customer has more than one BTL in the background, make sure the mortgages are keyed individually as commitments. Rental income may be entered as a lump sum, this avoids undisclosed credit queries.
- If the customer is purchasing a flat, please include the costs involved for ground rent and service charges as separate commitments. If there is no ground rent and/or service charge, key the payment and the balance as £1. The system will automatically take an average if the figures are not keyed which could equal more than the actual payments.

## Buy-to-Let applications:

- At the beginning of the application, take extra care when answering the residency questions. Selecting 'No' will continue the application as a BTL.
- If the application is for a BTL purchase, please key the purchase type as 'non residential owner'. For all BTL remortgage applications please select 'remortgage'. Mortgages on unencumbered properties are only eligible for the home mover range of products and do not qualify for free legals or free valuation.
- For interest only BTL applications, please enter the details of any repayment vehicles. If the repayment vehicle is the BTL property that the application relates to, enter the details under 'sale of second property'.
- When entering the estimated rental income, please ensure the monthly figure is keyed.
- For BTL remortgage applications the 'date moved to current address' applies to the client's main residence and the 'date property acquired' relates to the BTL property the application is for.

## Some processing tips.

- If you've instructed a level 2 home buyers valuation, ensure the applicant's contact details have been included so that the valuer is able to contact them directly.
- When logging out, please ensure you 'save and exit' and then click 'home'.
- If any amendments are needed to the property, please contact us to change the details.
- When faxing or posting documents, please ensure the roll number is included on every page.
- Gifted deposit letter templates can be downloaded at [intermediary.tsb.co.uk](https://intermediary.tsb.co.uk)
- Mortgages on unencumbered properties (residential and BTL) are only eligible for the home mover range of products and do not qualify for free legal fees or free valuation.
- Unencumbered properties should be keyed as 'home mover' for residential and 'non residential owner' for BTL remortgage.
- When keying employment details, do not select 'other employed' as all the details get wiped.
- On remortgage applications where additional borrowing is required, please ensure the use of the funds is detailed on separate sub accounts when producing a mortgage illustration.

# Three questions to help keep your client's application on track.

We always appreciate that you want to get a client's application processed as quickly as possible, that's why we've put together three simple questions. Answer these accurately in the application and you can be sure that we'll pass it to the right team to process as efficiently as possible.

**Please answer 'YES' if your client has:**

**1. Been in arrears in the past 6 years with any borrowing or ever had a property repossessed.**

Don't worry about the occasional late payment; that will happen from time to time. Your answer will be supported by our usual credit scoring processes.

**2. Had a County Court judgement, decree or default registered against them or, if self-employed, against their business.**

Your answer will be supported by our usual credit scoring processes.

**3. Been declared bankrupt or entered into an IVA with creditors.**

The answer only needs to be 'yes' if this has occurred in the last 6 years or if they have any outstanding bankruptcy restrictions.



**If you'd like to discuss a case.**

**Contact** your Business Development Manager  
**Call** 0345 307 3355  
**Click** [intermediary.tsb.co.uk](http://intermediary.tsb.co.uk)

# And finally, some tips on fast and efficient client IDs.

We all know that it's much easier to identify clients electronically. However, sometimes this isn't always possible – so we simply have to do things manually. This can mean that there are questions and queries. So, to help you minimise these, we've put together a quick set of tips on how to keep things progressing as smoothly as possible.

What to look out for	Checks you can make
An error in entering your client's information.	<b>Please make sure that...</b> The document numbers are consistent with type such as driving licence number, passport number. Name, address, date of birth details that you enter match the details on documents. Both the sort code and the account number are entered for bank statements.
Certification.	Please use a stamp to confirm true likeness and send us a copy of the original document with the date clearly stated, name printed in full, signature and company name.
A photocopy that you've submitted is illegible.	Please check that it's legible when scanned. It should also include the name, address, date of issue and any reference number.
You've used a document for more than one client.	Remember to make sure that each document is only used once during the ID process. For a joint application, a joint bill can be used as proof of address for both applicants.
You've submitted a document that's in a maiden name.	We'll simply need a copy of the person's marriage certificate to complete the audit trail.
Proof of address.	Mobile phone and internet statements are not currently acceptable documents. Please provide a landline or postal bank statement.
Your client hasn't been seen face-to-face.	This fact should be correctly entered on the system.
Your client's direct debit details are wrong.	Accurately recording their bank details can assist us in identifying your client. It'll also ensure they won't need to correct their direct debit details later. It's also worth asking them their preferred payment date and to manage their expectations, let them know that the date of their first direct debit will be driven by their completion date and cannot be changed.

## Documents to be sent to:

TSB Mortgages, PO BOX 820, 1 Lovell Park Road, Leeds, LS1 9PD  
Fax number: 0845 609 8847

## If you'd like to discuss a case.

**Contact** your Business Development Manager  
**Call** 0345 307 3355  
**Click** [intermediary.tsb.co.uk](http://intermediary.tsb.co.uk)

TSB Intermediary line is open Monday to Friday 9am to 5pm. Calls may be monitored or recorded.

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh, EH2 4LH. Registered in Scotland no. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.

**FOR MORTGAGE PROFESSIONAL AND INTERMEDIARY USE ONLY.  
NOT FOR PUBLIC DISTRIBUTION.**