



Speed up your applications

For the best experience we recommend using Microsoft Edge when keying a TSB application on Mortgage Pro.

Help us to help you

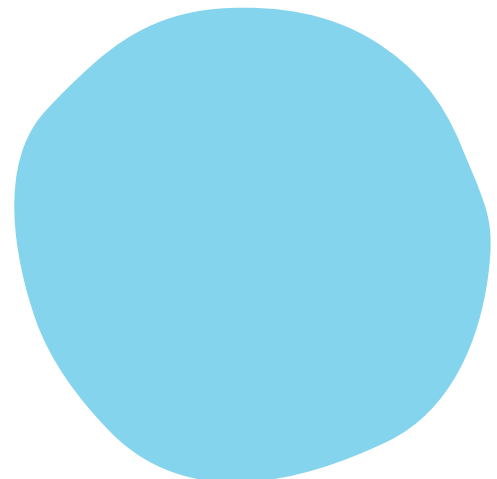
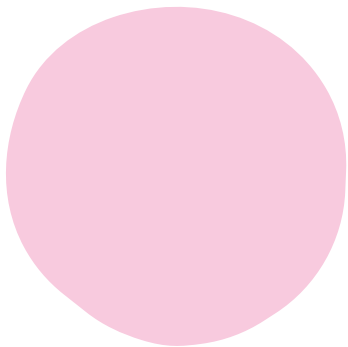
- Proof of ID must be certified. For more information see [How to certify a document](#).
- When uploading ID documents, ensure all pages are included.
- To evidence background buy to lets, provide current tenancy agreement (not out of date/expired) or latest three months bank statements.
- We can now 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.

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'd advise you to obtain the latest three months business bank statements for self employed applicants, as sight of these may be required.
- 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.
- Tax overviews and calculations must show as 100% completed.



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.
- Split income e.g., not to combine basic and shift allowance.
- Include cover letter from the employer on headed paper with any contracts or references.

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'.
- If the customer has Credit Lock active, this will need to be deactivated before application submission.
- 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.

Annotate documents

Bank Statements (including for ID purposes):

- Any transactions we would need to query.
- Please ensure credit commitments are keyed to the case in expenditure and provide explanation for other notable deductions/credits.

Payslips:

- Income being used, flagging rental or maintenance.
- Note frequency of income such as bonus.
- Tell us what entries and deductions are for if showing on a payslip.
- If income fluctuates, is the applicant on a zero hour contract?

System

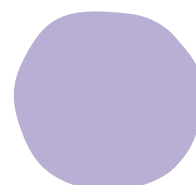
- After taking back control ensure you re-submit the application to TSB. Run the decision in principle (DIP) and reselect the product. Click 'submit' on the left-hand side.
- When you make a change to the case, an automatic conveyancer cancellation email is sent. Please ignore this as Mortgage Pro will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

Commitments

- All deductions that are ongoing commitments and cannot be cancelled must be keyed into expenditure (student loans, childcare, credit unions etc).
- Ensure all credit commitments are keyed correctly to the nearest £1 – if when we process a bank statement and commitments don't match, we'll need to contact you (not including credit cards if the credit card is keyed into committed expenditure, as these payments can fluctuate). We will also need to contact you if there's a commitment on a bank statement that isn't keyed. Only key in a 'being paid' amount for committed expenditure if this will be partially or fully paid before completion. If it's regular ongoing payment to continue after completion, please key only the 'current payment'. Commitments which will be partially or fully paid before completion will add a special condition to the Mortgage Offer.

Evidence tips

- Provide correct document quantity – it's great to be proactive but please keep in mind, providing anything extra or more than we need might slow down verifying the requirement, we need to process all that we receive.
- Upload documents to the relevant Case Requirement on Mortgage Pro.



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

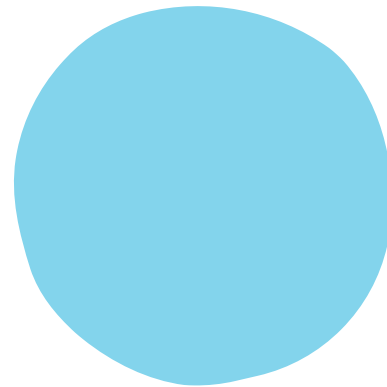
- If the product to be ported benefitted from a free valuation, key the existing mortgage account number and the product will be available.
- If the product to be ported did not benefit from a free valuation (or you are unsure) do not key the existing mortgage account number. Instead contact your BDM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

More porting keying information

- Where one applicant is porting their mortgage and adding a First Time Buyer to the application, you must key the First Time Buyer applicant as an 'Existing TSB Borrower'. Any additional borrowing as part of the application will be eligible for the Home Mover products.
- For applications where one applicant is a First Time Buyer and one applicant has an existing TSB mortgage, and they're not porting their mortgage, you must key the existing TSB borrower as a 'Borrower with other lender' (do not select the existing mortgage on the create new case screen in Mortgage Pro). The application will be eligible for the FTB products on the total loan amount.



Visit intermediary.tsb.co.uk

for your regional case management team contact details.

