Full Application Journey

For Intermediary use only



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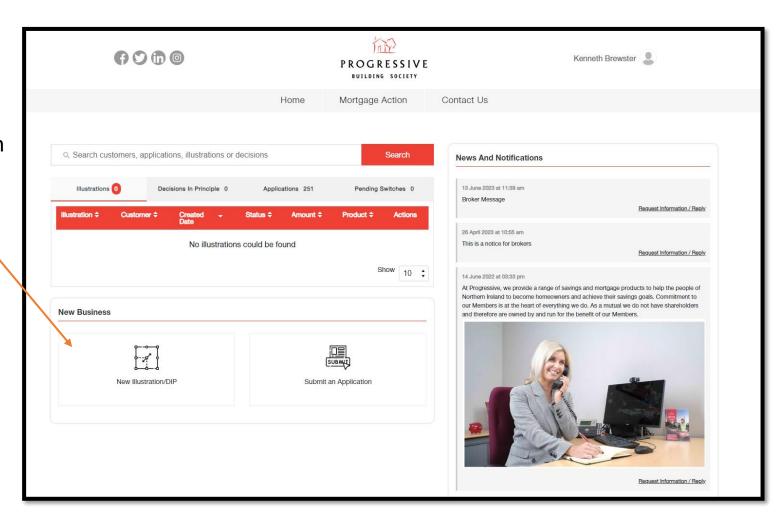
About this Guide

This guide will provide you with an overview of the full application journey for brokers. It will explain how to create an illustration, how to convert this into a Decision in Principle (DIP), and then generate this into an application for you to submit on behalf of your client(s) via the broker portal.

If you need any help using our Broker portal, please call our Online Support Team on 0800 0294 997. Lines open Monday – Friday, 9.00am – 5.00pm. Alternatively, write to our head office: 33-37 Wellington Place Belfast BT1 6HH.

Full Application Journey – Create New Illustration

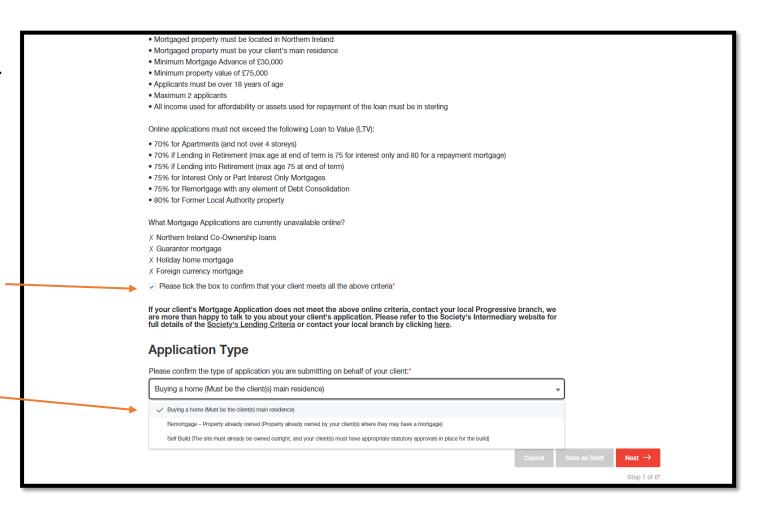
To begin creating an Illustration, click on 'New Illustration/DIP' located on the broker homepage.



Create New Illustration - Eligibility

You will be navigated to the first screen of the journey - 'Eligibility'. Please ensure that your client meets all of the criteria presented.

If you are satisifed that your client meets the criteria, tick the the checkbox confirming this and choose the application type. The three application types are:
Buying a home; Remortgage and Self Build. Click the Next button to continue.

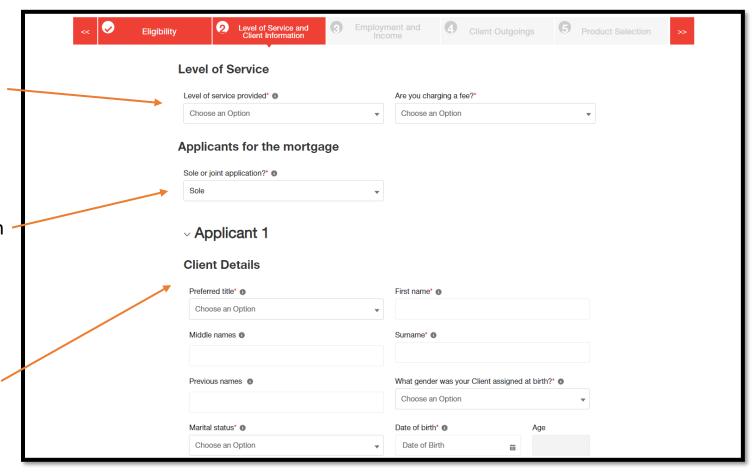


Create New Illustration - Level of Service/Client Information

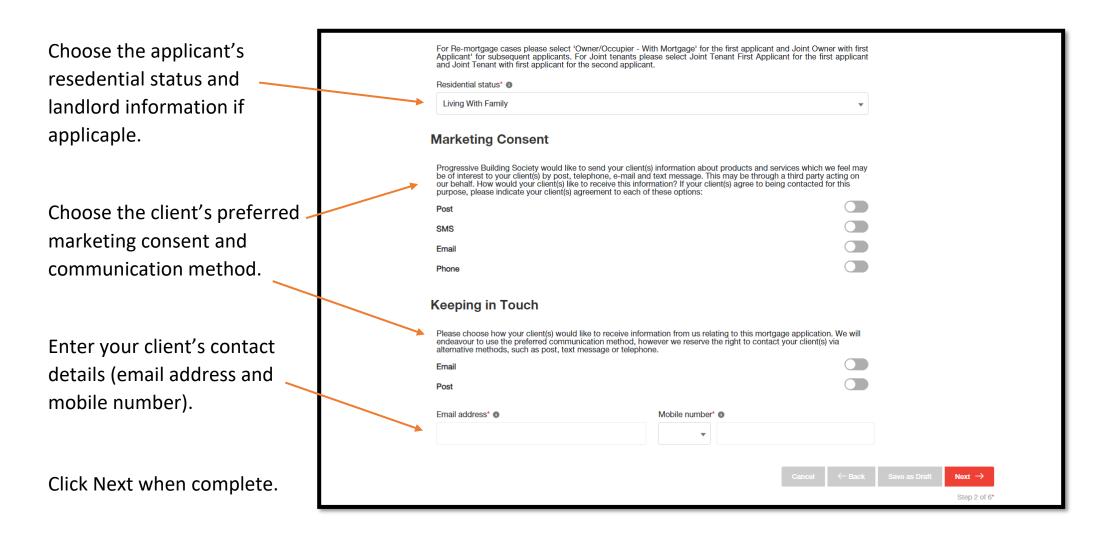
Enter Level of Service information – whether it is Advised or Execution Only, and whether you are charging your client a fee.

Choose whether the application is sole or joint.

Enter applicant 1's personal details. If the application is joint, you will also be asked to enter applicant 2's details.



Create New Illustration - Level of Service/Client Information (cont.)

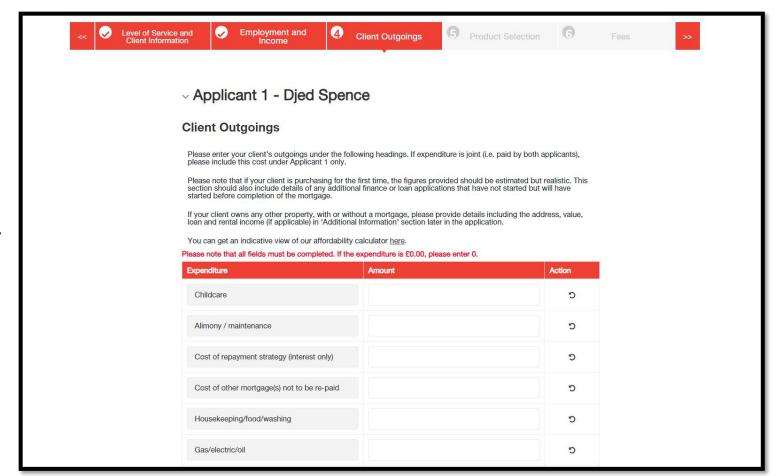


Create New Illustration - Employment and Income

Enter the client's planned Employment and Income Level of Service and Client Information 5 Product Selection retirement age. Applicant 1 - Djed Spence Choose the client's **General Employment Details** employment type and Planned retirement age* employment basis. Enter the client's employer **Client Employment** You need to add at least one employment before proceeding to the next step details if applicable, Employment type* Employment basis* including employer name Employed/Self Employed Other Income and salary. Step 3 of 6*

Create New Illustration - Client Outgoings

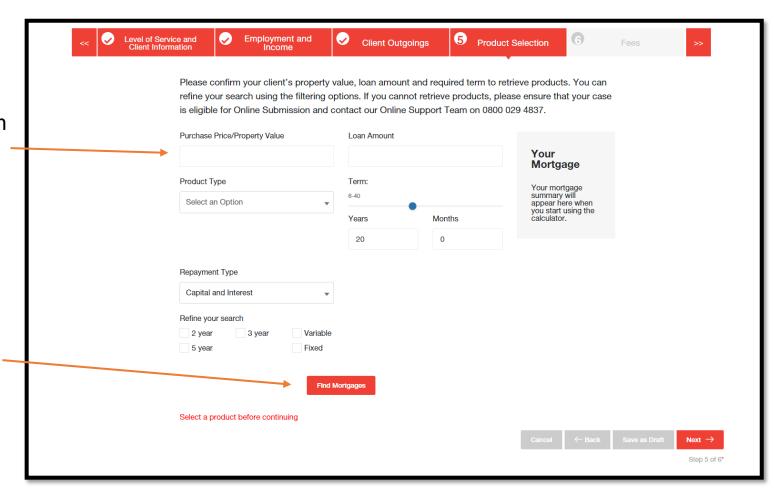
Enter an estimate for the client's monthly outgoings – including expenditures such as clothing, transport, gas/electric and childcare.



Create New Illustration - Product Selection

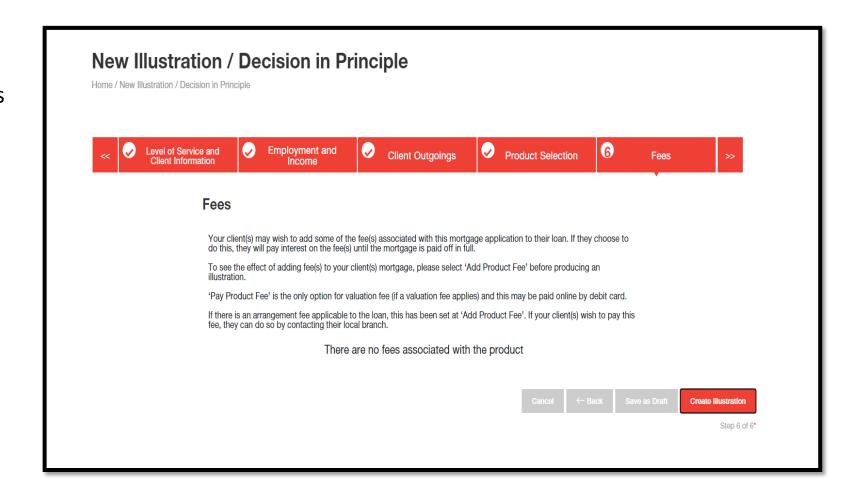
Confirm the client's property value, loan amount and required term to retreive products. Loan to Value (LTV) must be lower than 100%.

Click on 'Find Mortgages' and choose an available product from the search results.



Create New Illustration - Fees

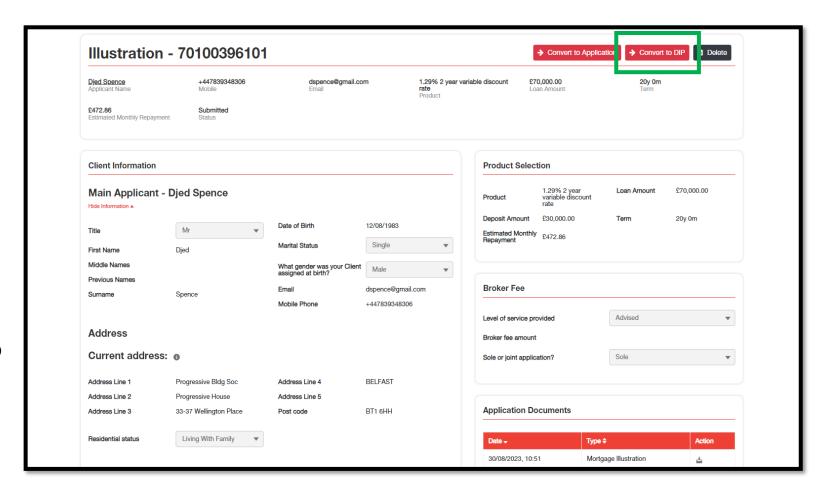
Read over the terms of the fees and click the 'Create Illustration' button once satisfied.



New Illustration Created

Here you will be presented with a generated illustration, including an overview of the information about the client, the product selected and application documents.

Click on the 'Convert o DIP' button (circled – top right) to convert the illustration to a decision in principle.

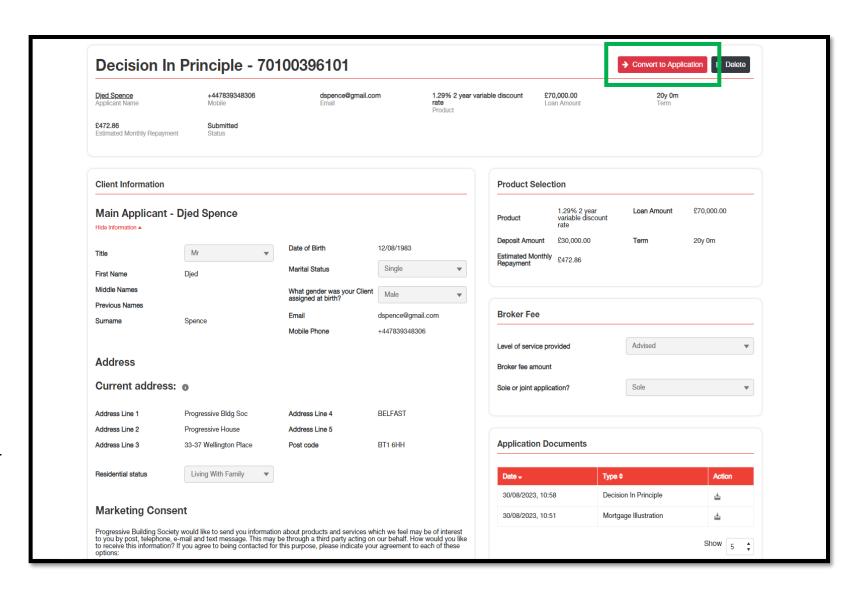


Decision in Principle and Convert to Application

The Decision in Principle has now successfully been generated.

You can then convert to an application, delete the DIP, and view the application documents.

Click on 'Convert to Application' (circled – top right) to continue the full application journey.



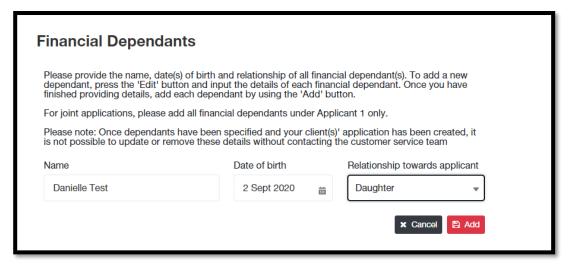
Submit Application - Level of Service/Client Information

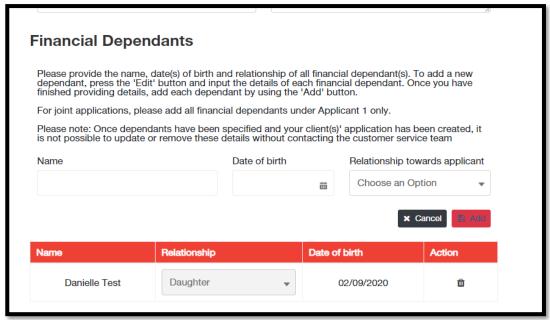
Level of Service and Employment and Enter the remaining client details such as NI Applicants for the mortgage Number, Country of Residence and Applicant 1 Nationality. **Client Details** National Insurance Number* Country of residence* Choose an Option There are some Nationality* Choose an Option additional client detail questions asked that **Additional Client Details** you may also answer Do your client(s) own any other property either outright or Please give details here (but not required). If your client(s) have existing property, is this property being sold? If your client(s)are selling an existing property, what is the sale price of this property? Please confirm if your client(s) have/had any investment or Please give details here mortgage accounts with the Society

Submit Application - Level of Service/Client Information (cont.)

You may add some financial dependents - select 'Add New' and add the dependants name, DOB and relationship to applicant – you must select 'Add' to save. You may cancel an entry by clicking the 'Cancel' button.

Further dependants can be added and saved. If you wish to delete an entry, click on the bin icon found under 'Action'.





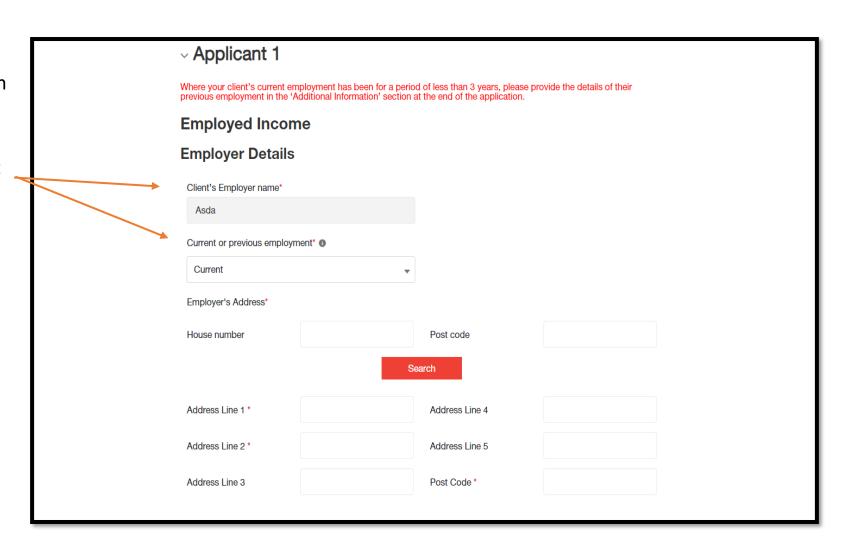
Submit Application - Level of Service/Client Information (cont.)

Address History Current address: o Enter the client's address history (including house House number Post code number and post code) residential status, date moved Address Line 1 * Progressive Bldg Soc Address Line 4 **BELFAST** into current address and their Address Line 2 * Progressive House Address Line 5 bank account details. Address Line 3 Post Code ⁴ BT1 6HH 33-37 Wellington Place For Re-mortgage cases please select 'Owner/Occupier - With Mortgage' for the first applicant and Joint Owner with first Applicant' for subsequent applicants. For Joint tenants please select Joint Tenant First Applicant for the first applicant and Joint Tenant with first applicant for the second applicant. Residential status* 0 Living With Family Date moved into current address* 0 苗 **Bank Account Details** Please tell us about your client's main bank account. Sort code Account number Account holder's name Account held* (1) Years' Months

Submit Application - Employment and Income

Enter more information regarding the client's employer, such as address and whether it is their current or previous employer.

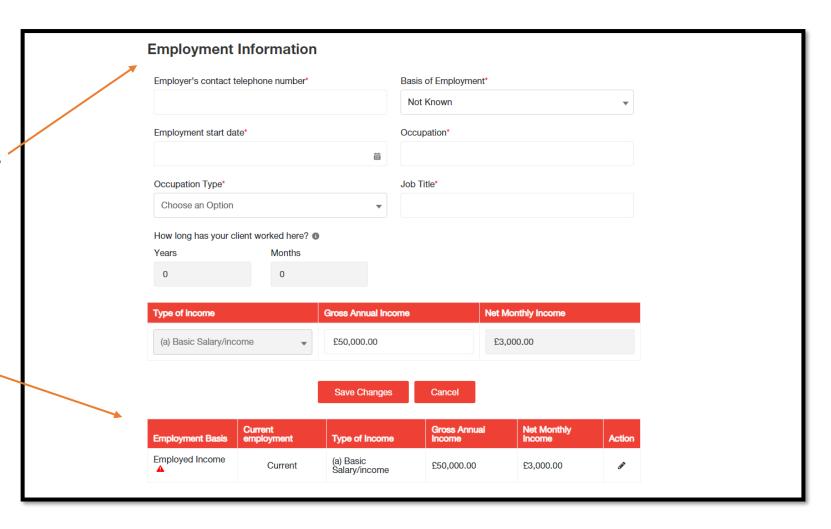
Ensure that you search for the address as the fields are required.



Submit Application - Employment and Income (cont.)

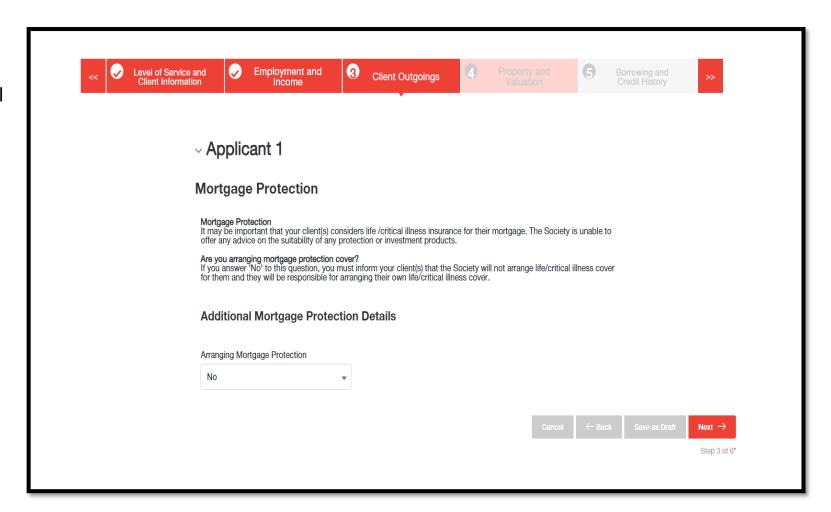
Enter further information regarding the client's employer, including the employer's telephone number, employment start date, the client's occupation type and their job title.

The broker can edit the client's salary information at this stage if they notice an error.



Submit Application - Client Outgoings

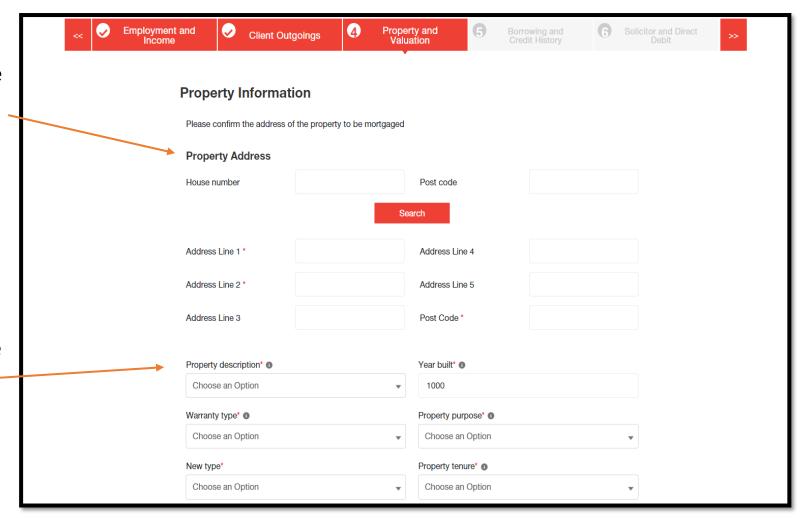
Information regarding
Mortgage Protection will
be found on screen 3 –
client outgoings. Simply
choose 'Yes' or 'No' to
answer whether you will
be arranging mortgage
protection for the client.



Submit Application - Property and Valuation

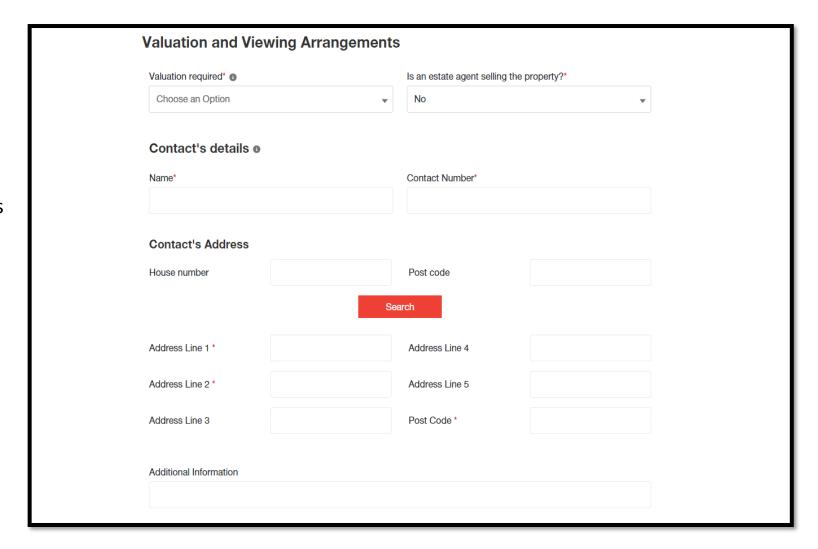
Provide the address of the property to be mortgaged – input the house number and postcode in order to search for the specific property.

Enter property information such as the property description (type of property), the year it — was built and the warranty type.



Submit Application - Property and Valuation (cont.)

Enter valuation and viewing arrangement information. If an estate agent is selling the property, select 'yes' and provide the estate agent's name, contact number and address.

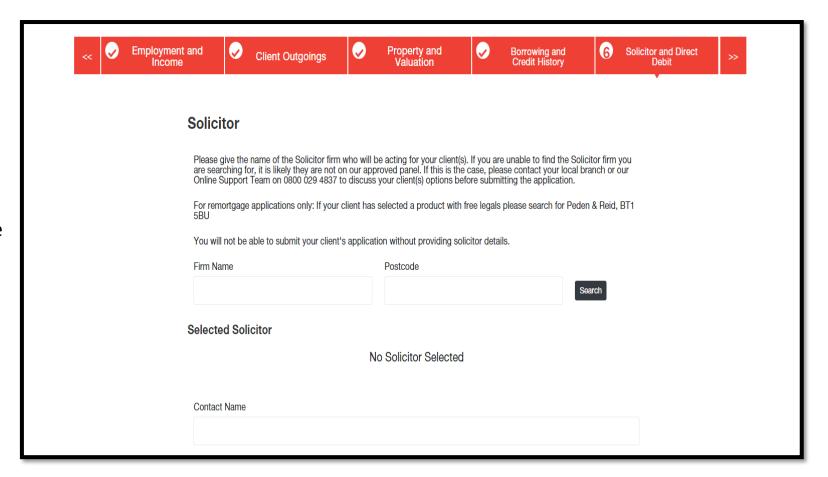


Submit Application - Borrowing and Credit History

Credit History Enter the questions Please confirm the answers to the following credit history questions for your client(s): provided regarding the Been refused a mortgage? * Made an arrangement with creditors? * 0 client's credit history. If Choose an Option Choose an Option answered 'yes', provide Had a county court judgement (CCJ) registered against further information Failed to keep up payments on any financial agreement(s)? * $_{\odot}$ If you answer 'Yes' to this question, please provide full details of the CCJ(s) in the additional information box when submitting the application where applicable. Choose an Option Choose an Option Been declared bankrupt? * Defaulted on any credit accounts? * 0 Choose an Option Choose an Option Input the client's source **Source of Deposit** of deposit and the amount they wish to Source of deposit* Amount' Choose an Option deposit. Ensure to click There are no Sources of Deposit. the 'add' button to **Completion Date** confirm this. Estimated completion date* Enter the estimated completion date.

Submit Application - Solicitor and Direct Debit

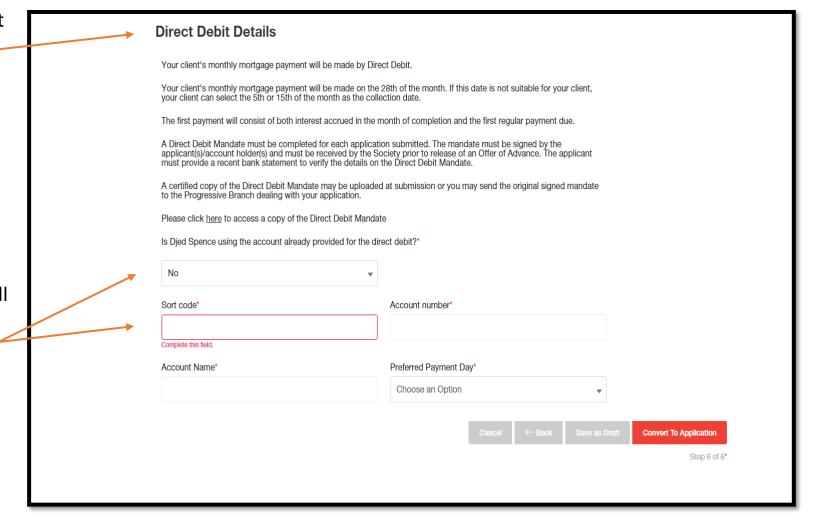
Enter the name of the solicitor firm who will be acting for your client, along with their postcode in order to search for the specific firm. Once found, ensure to click the 'Select' button to confirm.



Submit Application - Solicitor and Direct Debit (cont.)

Read over the direct debit details provided and ensure these are satisfactory.

If your client is using the account previously provided for the direct debit input 'yes' and the fields will automatically fill out with the correct details. If your client is using a different account, input 'no' and enter the correct account information.

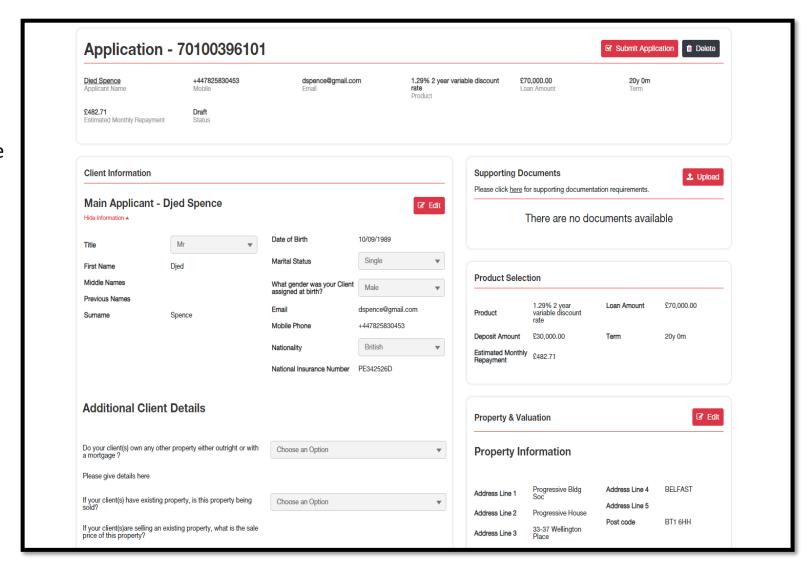


Full Application Journey – Application Created

Here you will be presented with the created application, including an overview of the information about the client, the product selected and application documents.

Click on 'Submit Application' (circled – top right) to submit the application.

You may also delete the application by clicking on the 'delete' button.

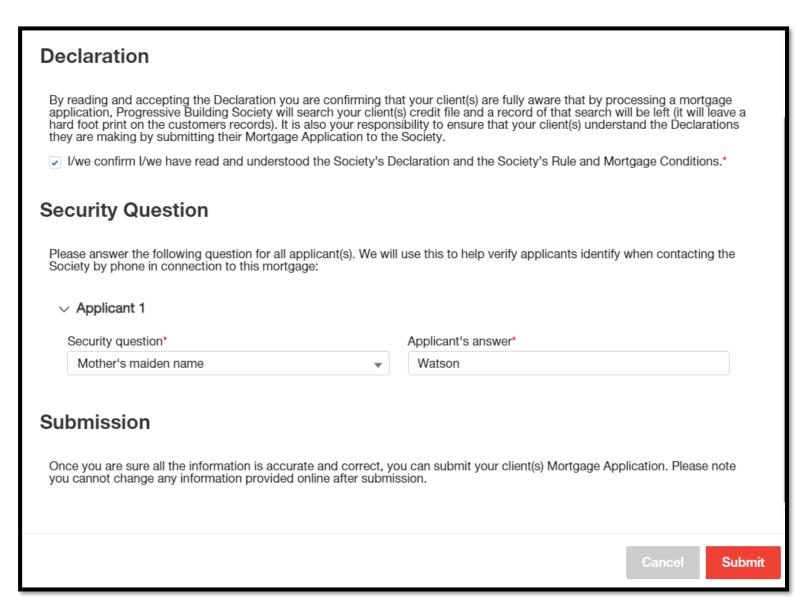


Full Application Journey – Application Submission

Before submitting the application, read over the declaration and tick the checkbox to accept in order to proceed.

Choose a security question and answer accordingly. Click the 'Submit' button in order to submit the application.

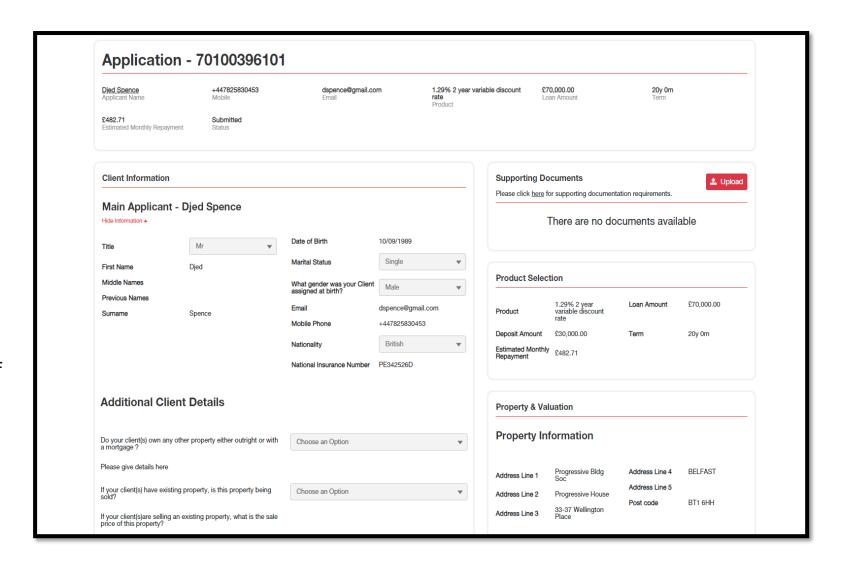
You may also cancel by clicking the 'Cancel' button.



Full Application Journey – Application Submitted

The application has now successfully been submitted, including an overview of the information about the client, the product selected and application documents.

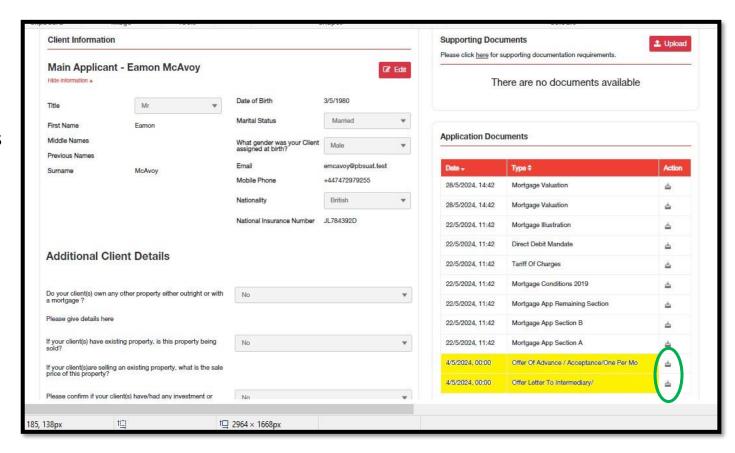
You may upload supporting documents if required and view pregenerated application documents.



Full Application Journey - Downloading your Client's Mortgage Offer and Valuation

When your client's online application has been fully underwritten and offered, you will receive an email notification advising that two new documents entitled 'Offer Of Advance' & 'Offer Letter to Intermediary' (highlighted) are available to view. These can be viewed in the Application Documents section.

Click the action button located to the right of the documents (circled) to download as PDF.



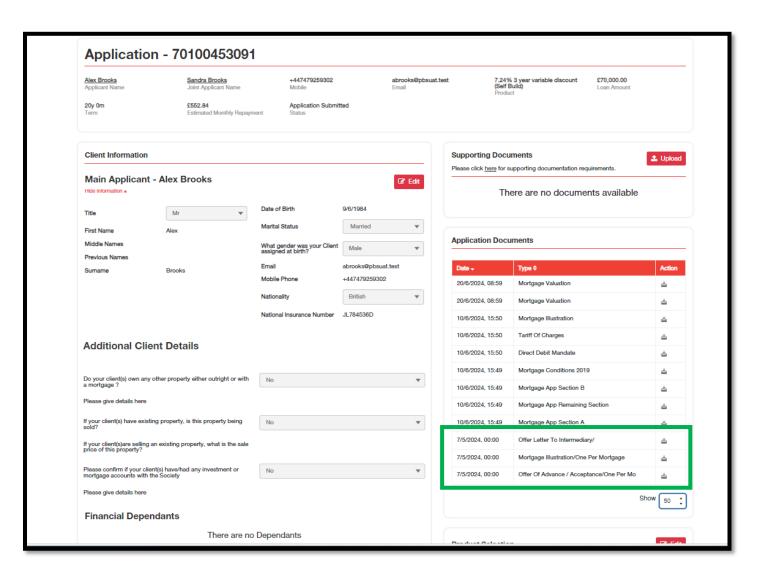
N.B: Where a physical valuation has been carried out, a copy of the valuation report will also be available for you to view. If you are unable to see a valuation report, this means that we have carried out an automated valuation.

Please note that in order for you to be notified that your clients offer is ready, you must have notifications turned on.

Full Application Journey – If a Re-Offer/Offer Extension is Required

Where an amended offer or an offer extension is required and we begin to process this, you will receive notifications which appear to show that the case has been resubmitted. This is normal and is a result of us moving the case through the various stages again.

When the amended offer / offer extension is ready you will receive a new offer notification. Please note that only the new offer will be available to view / download. The original offer will no longer be visible.

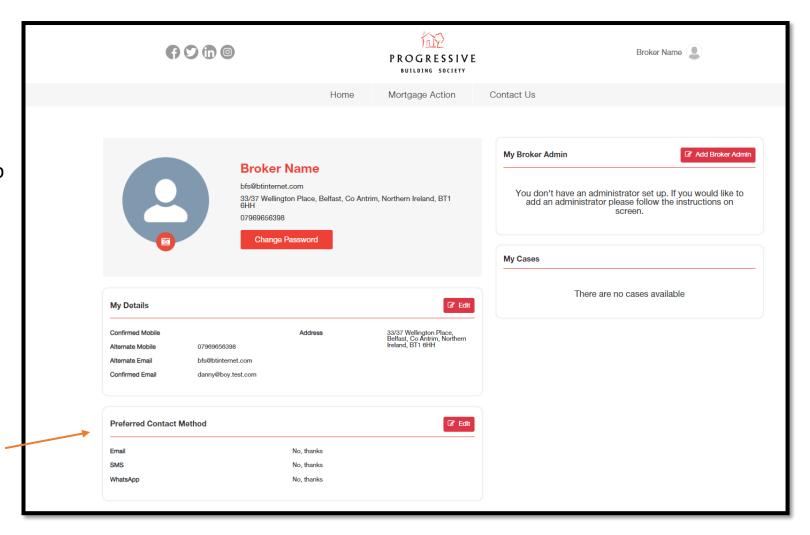


Other Portal Features

You have a profile page, where you can view and edit your details, or add an administrator. You can find this page by clicking your own name on the top right corner.

You can contact us online by visiting the "Contact Us" page on the top navigation bar.

You can edit the broker's preferred communication method.





We hope you found this guide helpful and informative.

If you need any help using our Broker portal, please call our Online Support Team on 0800 0294 997.

Lines open Monday – Friday, 9:00am – 5:00am. Alternatively, write to our head office: 33-37 Wellington Place Belfast BT1 6HH.