# peppermoney

# Help to Buy

Application Portal Guide

December 2023

Call **0333 370 1101** or visit **www.pepper.money** to discover more.

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### Navigating your homepage

Wherever you are in the portal, a set of icons stays at the top of your screen. Here's what they mean and where they take you.

















#### HOME

Wherever you are in the portal, a set of icons stays at the top of your screen.





Here you can complete a
Decision in Principle (DIP).
This only leaves a soft
footprint on your customer's
credit profile and gives you an
instant decision.



#### **CASE SEARCH**

Quickly find a previous or ongoing application here. Enter an item of search criteria and hit 'search'.



#### **USER PROFILE**

Manage your account here. You can change your password, address, contact details and submission route.



Click here to produce a quick standalone illustration for your customer(s).

This doesn't conduct a credit search and only takes a couple of minutes.



This takes you to a menu of criteria guides and documentation you'll need for your customer's application.

#### **PRODUCTS**

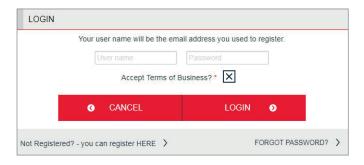
This takes you to a list of all our available products.

# Setting up your preferred submission routes

If you're not part of a network you need to set up your Packager or Club submission routes before you can submit business.

When submitting an application we will ask which club should apply for that application, in order to pay the procuration fee correctly. There is no need to complete this section if the fees go via a Packager or Network.

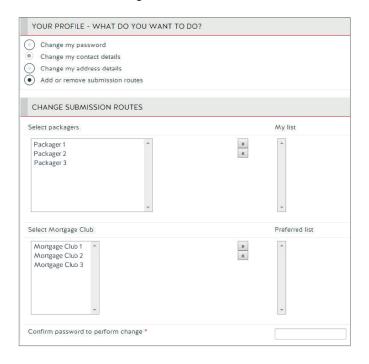
Log in with the username and password you created when you registered, and accept the Terms of Business.



**7** Go to 'user profile' in the main menu bar.



Select 'add or remove submission routes'.N.B. You can also change other account details from here.



The left column shows a list of the Clubs and Packagers we part-ner with. Click to select as many of these as you have a relationship with, then move them to your list with the arrow buttons in the middle.

When submitting an application we will ask which club should apply for that application, in order to pay the procuration fee correctly. There is no need to complete this section if the fees go via a Packager or Network.

When you've finished, re-enter your password to confirm your changes.

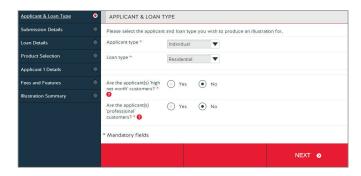
## **Producing an Illustration**

You can produce multiple illustrations based on your client's loan requirements before you submit a DIP. We don't run credit searches on illustrations, so our whole product range is available to you at this stage. The products offered at DIP may be different from the ones you choose here.

### Applicant and loan type

The first page asks for some basic details about the structure of the application and how the applicant(s) are classified. The navigation bar on the left keeps track of where you're up to.

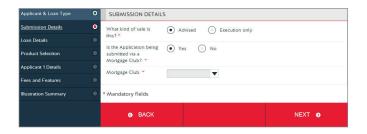
#### N.B. It is not possible to save incomplete illustrations.



### Submission details

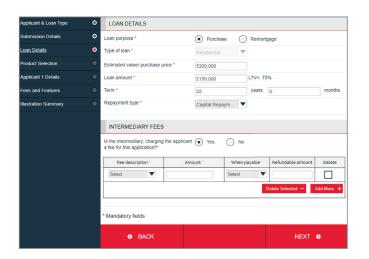
The question 'What kind of sale is this?', will appear if you have stated the applicants are either 'High Net Worth' or 'Professional' customers on the previous page, in which case, if confirmed, we would allow an execution only sale.

Please select a Mortgage Club unless your procuration fee is being paid through a Packager or Network.



### Loan details

Enter the basic details of the application and, if applicable, add any fees you are charging to your customer(s).

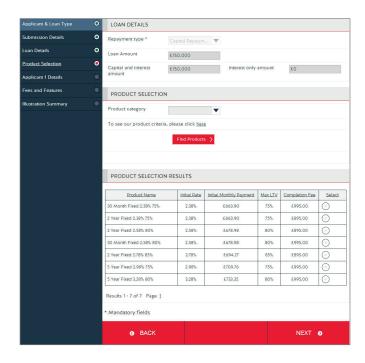


## Producing an Illustration (cont.)

### 4.

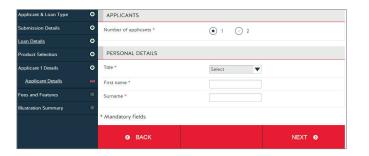
#### **Product selection**

On the products page, you initially see all the products we currently offer. To filter them, select the range that best suits your customer from the 'product category' list and hit 'find products'. This filters the list to the products available in that range.



### Applicant details

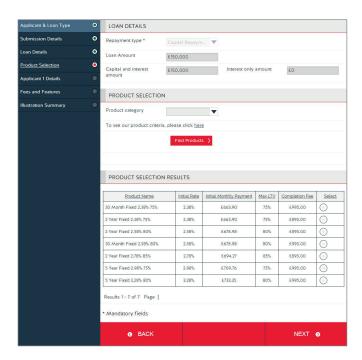
Enter some basic details about your customers. This is what appears on your illustration.



## Producing an Illustration (cont.)

### 6 Fees and features

The last step before we produce your customer's illustration is to choose how the Completion Fee and the Funds Transfer Fee are to be paid. These can be either added or deducted from the loan.



### 7 Illustration summary

This screen shows the summary for your illustration, and also details the applicable fees for the product chosen. From here you can view your illustration, proceed to DIP, or select a new product. You can produce another illustration if you want to, this won't overwrite the one you have just completed, and will appear in your illustrations summary with the same three options next to it.

— ILLUSTRATIONS					見
Product	Loan	Repayment	LTV	Fees added	
V15 Pepper 24 FH A1 FH20010 2 Year Fixed 3.30% 95% 95% Purchase Full Status 2 Year Fixed 3.30% 08/02/23 11:07	£150,015 25 years	Capital & Interest (Repayment)	75%	£15	View Illustration  Proceed to DIP  Select New Product

— FEES & FEATURES				
Application Fee	£150			
Deeds Release Fee	£22.50			
Funds Transfer Fee	£15			
Legal Fee	£660			
Mortgage Exit Fee	£25			
Procuration Fee	£750			
Valuation	£260			

- DOCUMENTS	
Illustration 08/02/23 11:07 [ajones@pepper.money]	•

## **Producing a Decision in Principle**

To start a DIP, select 'DIP' at the top of any page or, choose an existing illustration to progress. If you progress to a DIP from a saved illustration, the details you've already entered will be copied over. Please ensure these details are correct once transferred over.

For a Help to Buy remortgage; it is the responsibility of the Intermediary to ensure that the application is eligible and compliant with the rules of the Help to Buy scheme administrator; for more information your customer should visit:

For England: www.myfirsthome.org.uk

For Wales: www.gov.wales/help-buy-wales/repaying-shared-equity-loan

Then follow the below steps to complete your DIP:

### Prerequisite questions

A series of eligibility questions about your customer(s), and declaration about Pepper Money's terms of business for you to confirm. You will be asked to complete this each time you amend the DIP.

### Applicant and loan type

Enter the basic details about the structure of the application, how the applicant(s) are classified and how the sale was made.

The "Help to Buy: Equity Loan" scheme (England) is now closed to purchases.

You can continue to purchase a property in Wales through the Help to Buy Wales scheme. The Welsh Government have extended the scheme from 1st April 2023 until 31st March 2025.

Full details can be found here: https://www.gov.wales/help-buy-wales

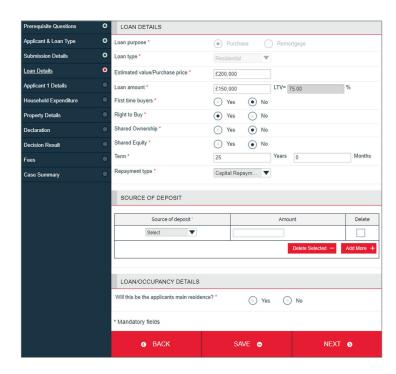
### Submission details

As in the illustration, we need to know if you're submitting through one of our partner clubs. Please select a Mortgage Club unless your procuration fee is being paid through a Packager or Network.

### 4.

### Loan details

Here you enter more specific loan information relating to the application.



## Producing a Decision in Principle (continued)

### **Applicant details**

Here you enter information relating to the applicant(s) including 3 year address history, employment, commitments and any properties they currently own.

### Household expenditure

For residential applications you need to complete the household expenditure. If you would like to know how Pepper Money defines these, simply click on the ?? icon.

### **Property details**

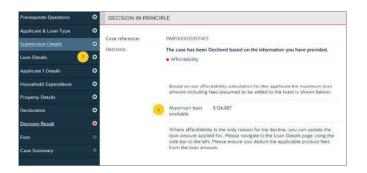
If your customer(s) application is a remortgage, you need to enter the property details. If not, entering the details into the DIP is optional, depending on whether you have the information to hand and whether your customer(s) have found a property.

### **Declaration and decision**

The decision runs after you accept the declaration.

- A decision should be returned almost instantly
- If your application is an 'accept' you'll be able to pick a product and carry straight on

If your application fails for affordability, the decision shows you the maximum you can borrow with fees added. To reduce the loan, navigate back to the 'loan details' screen using the menu on the left.



### Fees

Once you've picked a product, choose how the Completion Fee and the Funds Transfer Fee are to be paid. These can be either added or deducted from the loan.

N.B. If you are at the maximum loan to value we offer, you can only deduct the fees; the add option will be greyed out.

Click next to continue to the Application Summary.

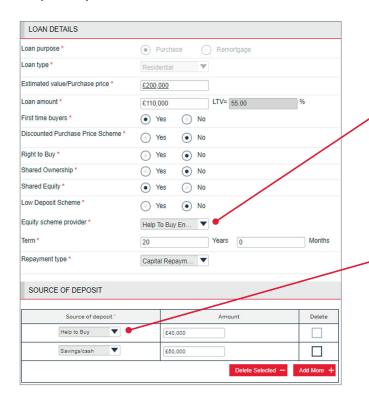
### Help to Buy

When submitting a Help to Buy DIP, you will be required to provide additional information as to the Help to Buy details. Begin by selecting 'DIP' at the top of any page as per the Decision in Principle process noted on page 8.

#### Loan details

Here you will need to enter more specific information relating to the Help to Buy application. To begin, you will need to select 'Yes' against Shared Equity after which the further applicable Help to Buy fields will be presented. Note that the information required will differ depending on whether the application is for a Purchase or Remortgage as outlined in the following sub-categories.

#### Help to Buy Purchase



### Equity scheme provider

You will be required to confirm the equity scheme provider from one of three providers:

- Help to Buy England Outside London
- Help to Buy England London
- Help to Buy Wales

Note: We can only accept purchase applications for Wales.

### Source of deposit

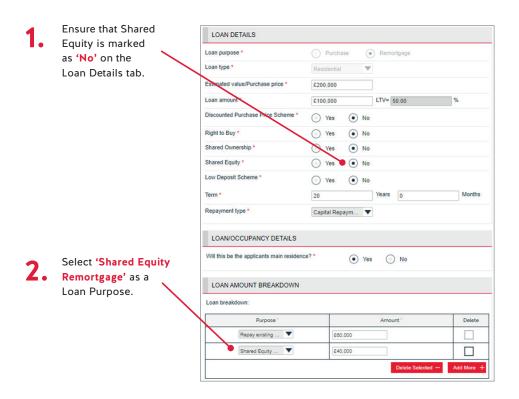
You will then need to confirm Help to Buy as a source of deposit equal to the percentage being purchased under the scheme.

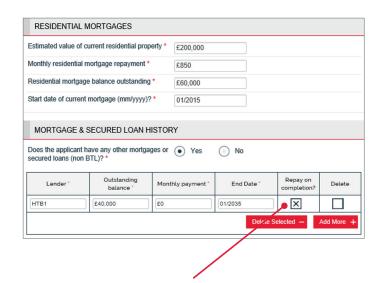
### Help to Buy Remortgage

There are three main scenarios with Help to Buy Remortgage each of which are outlined below. Please note that the amount being repaid to the Help to Buy equity loan provider is dependant on the standalone RICS valuation carried out as part of the Help to Buy remortgage separate of Pepper Money's valuation. This figure should be indicated on the DIP at submission to ensure we have the most accurate information upon receipt of the Equity Loan statement.

#### Repaying the full Help to Buy equity loan

Where the Help to Buy equity loan is being repaid in full, begin by progressing with a standard Residential Remortgage application.



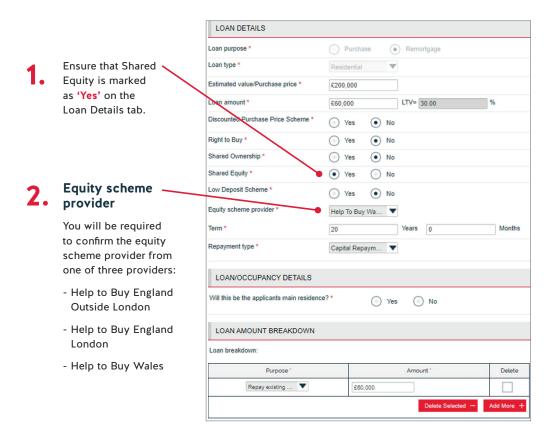


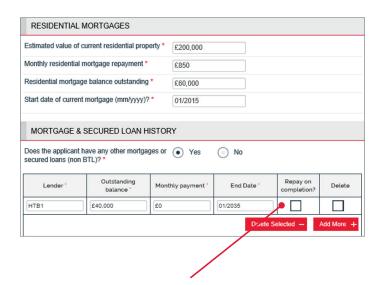
Finally, ensure a secured loan is added to the Applicant Commitments tab confirming the Help to Buy equity loan amount being repaid in full with repay on completion ticked as above.

### Help to Buy Remortgage (continued)

### Remortgaging with the FULL Help to Buy equity loan remaining in place

Where the full Help to Buy equity loan will remain in place at completion, begin by progressing with a standard Residential Remortgage application.





Finally, ensure a secured loan is added to the Applicant Commitments tab confirming the Help to Buy equity loan amount outstanding in full with repay on completion left unticked as above.

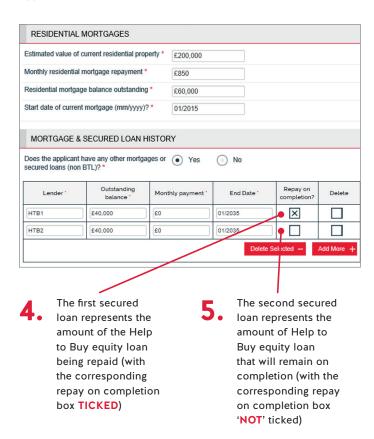
## Help to Buy Remortgage (continued)

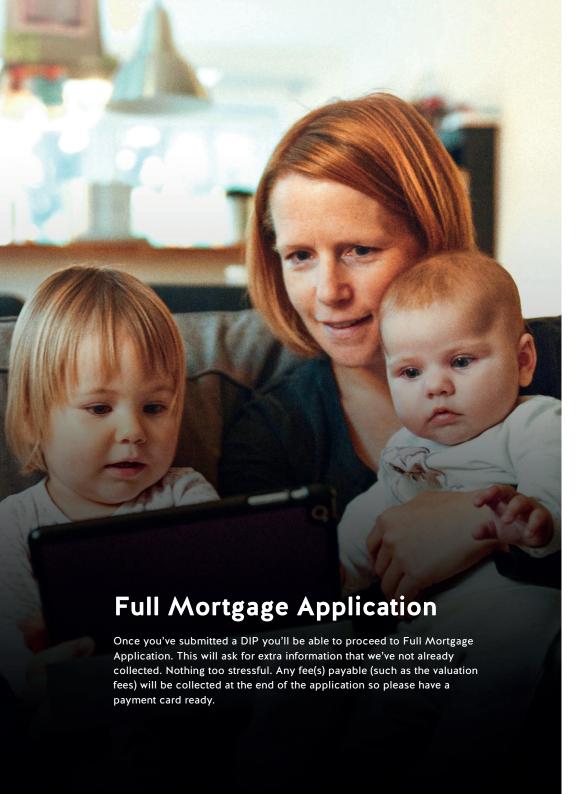
#### Remortgaging to repay PART of the Help to Buy equity loan

Where part of the Help to Buy equity loan will be repaid as part of the remortgage, begin by progressing with a standard Residential Remortgage application.

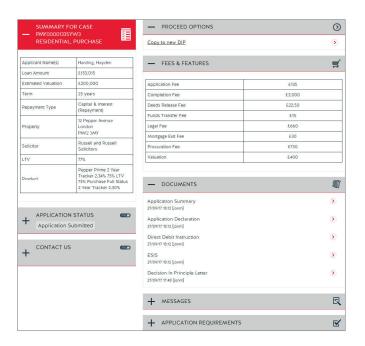
Ensure that Shared LOAN DETAILS Equity is marked Purchase Remortgage Loan purpose as 'Yes' on the Loan type \* Loan Details tab. stimated value/Purchase price £200,000 £100,000 LTV= 50.00 Yes Equity scheme Right to Buy 1 provider Shared Ownership ( Yes No You will be required Yes O No to confirm the equity Low Deposit Schel ( Yes No scheme provider from Equity scheme provider Help To Buy En... one of three providers: Years 0 Months - Help to Buy England Repayment type \* Capital Repaym... Outside London - Help to Buy England LOAN/OCCUPANCY DETAILS London Will this be the applicants main residence? ( Yes ( No - Help to Buy Wales LOAN AMOUNT BREAKDOWN Loan breakdown: Input Shared Equity Purpose Amount Delete Remortgage as a £60,000 purpose of loan Shared Equity ... £40,000 with the amount being partially repaid

Finally, you will need to add TWO secured loans to the Applicant Commitments tab:





# Uploading application requirements



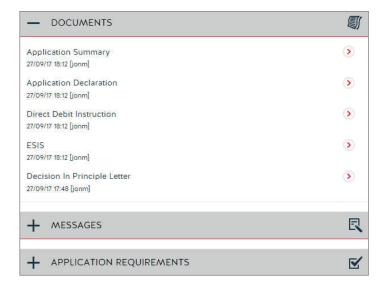
#### From here you can:

- Download the documents you'll need to provide to your customer(s)
- Upload the documents we require to process the application
- See a snap shot of the application details and fees
- · Send us secure messages
- Track the progress of the application

You can minimise or maximise any of the panels by clicking the plus and minus icons.

### Documents produced for you

The documents section is where you'll find documents that you need to requirements give your customer(s) or keep for your own compliance.



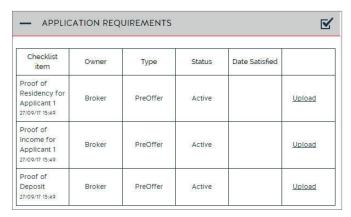
At the right stage, the Valuation Report and Mortgage Offer will be available here.

# Uploading application requirements

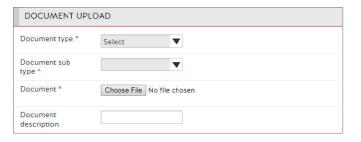
This is a list of what we need from you to assess an application. The application requirements are provided at the end of the Decision in Principle decision, based on the information you provided. This gives you time to collate all of the documents so you can upload at the same time as you submit the application.

To supply an item:

Click 'upload'



Select a document and document sub type. We can accept PDF, DOC, DOCX, and TIF files; the maximum file size is 10Mb. Additionally file names should not contain special characters (such as a hyphen or full stop).



## Sending a message

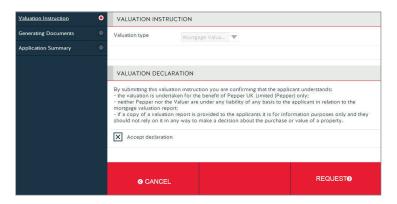
You can send us a message any time in the messages section. This is the easiest way of getting in touch with us if you have any questions relating to the process.



We'll respond in the same way and send you an email to let you know when we have.

### Instructing a valuation

We'll instruct the valuation once we've received and reviewed all the important documents we need for underwriting.



However, you'll have the option to instruct the valuation yourself once we've conducted an initial review of your application (we'll let you know via email).

The option to do so will be in the 'proceed options' section once the status of the application reaches 'application reviewed'.