

peppermoney

# Right to Buy

## Application Portal Guide

February 2025

Call **0333 370 1101** or visit  
**[www.pepper.money](http://www.pepper.money)** to discover more.

**Version 1.1**



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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.



## ILLUSTRATION

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.



## DIP

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.



## DOCUMENTS

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



## CASE SEARCH

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



## PRODUCTS

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



## USER PROFILE

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

## 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 procurement fee correctly. There is no need to complete this section if the fees go via a Packager or Network.

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

2. Go to 'user profile' in the main menu bar.



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

4. The left column shows a list of the Clubs and Packers we partner 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 procurement fee correctly. There is no need to complete this section if the fees go via a Packager or Network.

5. 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.

## 1. 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.**

The screenshot shows the 'APPLICANT & LOAN TYPE' form. The left navigation bar includes: Applicant & Loan Type, Submission Details, Loan Details, Product Selection, Applicant 1 Details, Fees and Premiums, and Illustration Summary. The main form area contains:
 

- A message: 'Please select the applicant and loan type you wish to produce an illustration for.'
- 'Applicant type' dropdown menu with 'Individual' selected.
- 'Loan type' dropdown menu with 'Mortgage' selected.
- Two questions with radio buttons:
  - 'Are the applicant(s) High net worth customers?' with 'No' selected.
  - 'Are the applicant(s) professional customers?' with 'No' selected.
- A red 'NEXT' button at the bottom right.

## 2. 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 procurement fee is being paid through a Packager or Network.

The screenshot shows the 'SUBMISSION DETAILS' form. The left navigation bar includes: Applicant & Loan Type, Submission Details, Loan Details, Product Selection, Applicant 1 Details, Fees and Premiums, and Illustration Summary. The main form area contains:
 

- 'What kind of sale is this?' with radio buttons for 'Advanced' (selected) and 'Execution only'.
- 'Is the Application being submitted as a Mortgage Club?' with radio buttons for 'Yes' (selected) and 'No'.
- 'Mortgage Club' dropdown menu.
- A red 'BACK' button and a red 'NEXT' button at the bottom.

## 3. Loan details

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

The screenshot shows the 'LOAN DETAILS' form. The left navigation bar includes: Applicant & Loan Type, Submission Details, Loan Details, Product Selection, Applicant 1 Details, Fees and Premiums, and Illustration Summary. The main form area contains:
 

- 'Loan purpose' with radio buttons for 'Purchase' (selected) and 'Remortgage'.
- 'Type of loan' dropdown menu with 'Residential' selected.
- 'Estimated value purchase price' input field with '£200,000'.
- 'Loan amount' input field with '£150,000' and 'LTV 75%'.
- 'Term' input field with '25' years and '0' months.
- 'Repayment type' dropdown menu with 'Capital Repayment' selected.
- 'INTERMEDIARY FEES' section:
  - Question: 'Is the intermediary charging the applicant a fee for the application?' with radio buttons for 'Yes' (selected) and 'No'.
  - Table with columns: Fee description, Amount, When payable, Refundable amount, Debit.
  - Table content:
 

Fee description	Amount	When payable	Refundable amount	Debit
Select		Select		<input type="checkbox"/>
  - Buttons: 'Table Selected on' and 'Add More'.
- A red 'BACK' button and a red 'NEXT' button at the bottom.

## 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.

Product Name	Initial Rate	Total Monthly Payment	Max LTV	Completion Fee	Select
30 Month Fixed 1.99% 75%	1.99%	6560.90	75%	0.00	<input type="radio"/>
2 Year Fixed 2.39% 75%	2.39%	6560.90	75%	495.00	<input type="radio"/>
2 Year Fixed 2.59% 80%	2.59%	6475.90	80%	495.00	<input type="radio"/>
30 Month Fixed 2.59% 80%	2.59%	6475.90	80%	0.00	<input type="radio"/>
2 Year Fixed 2.79% 85%	2.79%	6404.27	85%	495.00	<input type="radio"/>
1 Year Fixed 2.99% 75%	2.99%	6709.76	75%	495.00	<input type="radio"/>
1 Year Fixed 3.09% 80%	3.09%	6700.00	80%	495.00	<input type="radio"/>

### 5. 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. Where adding fees (including Flex fees) to the loan, this may result in a breach of the maximum LDPP. Where the maximum LDPP is breached, you must adjust the loan amount or amend the fee(s) to 'payable on completion'.

The screenshot shows a web interface for loan application. On the left is a navigation menu with items: Applicant & Loan Type, Submission Details, Loan Details, Product Selection, Applicant's Details, Fees and Features, and Illustration Summary. The main content area is titled 'LOAN DETAILS' and includes fields for 'Repayment type' (Current Repayment), 'Loan Amount' (£50,000), and 'Capital and interest amount' (£50,000). Below this is the 'PRODUCT SELECTION' section with a dropdown for 'Product category' and a 'Find Products' button. The 'PRODUCT SELECTION RESULTS' section contains a table of loan products.

Product Name	Initial Rate	Total Monthly Payment	Max LTV	Completion Fee	Default
30 Month Fixed 1.05% 75%	0.99%	660.90	75%	695.00	○
1 Year Fixed 1.05% 75%	0.99%	660.90	75%	695.00	○
1 Year Fixed 1.05% 80%	0.99%	675.90	80%	695.00	○
30 Month Fixed 1.05% 80%	0.99%	675.90	80%	695.00	○
1 Year Fixed 1.05% 85%	0.99%	694.27	85%	695.00	○
1 Year Fixed 1.05% 75%	0.99%	659.76	75%	695.00	○
1 Year Fixed 1.05% 80%	0.99%	670.00	80%	695.00	○

Results 1 - 7 of 7 Page 1

\* Mandatory fields

Navigation buttons: BACK, NEXT

## 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.

The screenshot shows a table titled 'ILLUSTRATIONS'. It contains one row of data for a specific product.

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% 06/02/23 11:07	£150,015 25 years	Capital & Interest (Repayment)	75%	£15	<a href="#">View Illustration</a> <a href="#">Proceed to DIP</a> <a href="#">Select New Product</a>

The screenshot shows a table titled 'FEES & FEATURES' listing various fees and their amounts.

Fee Name	Amount
Application Fee	£150
Deeds Release Fee	£22.50
Funds Transfer Fee	£15
Legal Fee	£500
Mortgage Exit Fee	£25
Procuration Fee	£750
Valuation	£200

The screenshot shows a section titled 'DOCUMENTS' with one entry.

Document Name	Details
Illustration	06/02/23 11:07 [ajones@peppermoney]

# 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.

Then follow the below steps to complete your DIP:

## 1. 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.

## 2. 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.

## 3. 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 procurement fee is being paid through a Packager or Network.

## 4. Loan details

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

Source of deposit	Amount	Delete
Select		<input type="checkbox"/>

**LOAN OCCURRANCE DETAILS**  
 Will this be the applicant's main residence?  Yes  No  
\*Mandatory fields

## Producing a Decision in Principle (continued)

### 5. Applicant details

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

### 6. 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.

### 7. Property details

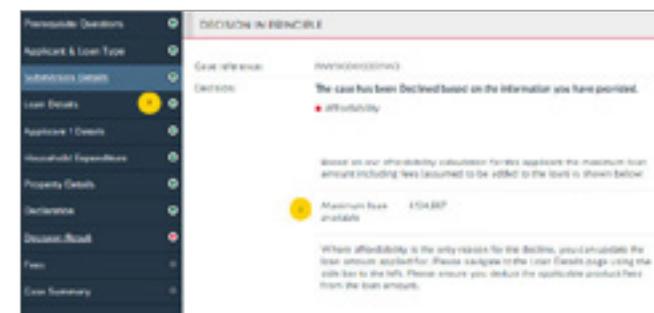
If your customer(s) application is a remortgage, you need to enter the property details. If not, entering the details into the DIP is optional, depending on whether you have the information to hand and whether your customer(s) have found a property.

### 8. 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.



### 9. 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.

Where adding fees (including Flex fees) to the loan, this may result in a breach of the maximum LDPP. Where the maximum LDPP is breached, you must adjust the loan amount or amend the fee(s) to 'payable on completion'.

Click next to continue to the Application Summary.

# Right to Buy Purchase

When submitting a Right to Buy DIP, you will be required to provide additional information as to the Right 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 Right to Buy application. To begin, you will need to select 'Yes' against Right to Buy after which the further applicable Right to Buy fields will be presented.

**LOAN DETAILS**

Loan purpose \*  Purchase  Remortgage

Loan type \* Residential ▼

Loan amount \* £200,000 LTV= 100.00 %

First time buyers \*  Yes  No

Discounted Purchase Price Scheme \*  Yes  No

Right to Buy \*  Yes  No

Shared Equity \*  Yes  No

Low Deposit Scheme \*  Yes  No

Discounted purchase price \* £200,000

Open market value \* £300,000

Term \* 25 Years 0 Months

Repayment type \* Capital Repaym... ▼

**SOURCE OF DEPOSIT**

Source of deposit *	Amount	Delete
Right to Buy (no... ▼	£0	<input type="checkbox"/>

Delete Selected ←
Add More →

### 1. Right to Buy

You will be required to select 'Yes' for Right to Buy.

### 2. Discounted Purchase Price

Required to be populated with the discounted purchase price (Open Market Value minus the discount).

### 3. Open Market Value

Required to be populated with the Open Market Value of the property.

### 4. Source of Deposit

if customer is not putting down a deposit then you can select the 'Right to Buy (no deposit)' option and leave the amount blank.

## Uploading application requirements

SUMMARY FOR CASE: RESIDENTIAL PURCHASE		PROCESS OPTIONS																																					
<table border="1"> <tr><td>Applicant Name(s)</td><td>Harding, Nicola</td></tr> <tr><td>Loan amount</td><td>£150,000</td></tr> <tr><td>Estimated valuation</td><td>£200,000</td></tr> <tr><td>Term</td><td>25 years</td></tr> <tr><td>Repayment Type</td><td>Capital &amp; Interest (Regular)</td></tr> <tr><td>Property</td><td>6 Pepper Avenue, London, W6 0JF</td></tr> <tr><td>Salvage</td><td>Resort and Resort Facilities</td></tr> <tr><td>LTV</td><td>75%</td></tr> <tr><td>Product</td><td>Pepper Home 2 Year Tracker 2.99% 75% LTV 95% Purchase Full Servo 2 Year Tracker 2.99%</td></tr> </table>		Applicant Name(s)	Harding, Nicola	Loan amount	£150,000	Estimated valuation	£200,000	Term	25 years	Repayment Type	Capital & Interest (Regular)	Property	6 Pepper Avenue, London, W6 0JF	Salvage	Resort and Resort Facilities	LTV	75%	Product	Pepper Home 2 Year Tracker 2.99% 75% LTV 95% Purchase Full Servo 2 Year Tracker 2.99%	<table border="1"> <tr><td colspan="2">FEES &amp; FEATURES</td></tr> <tr><td>Application Fee</td><td>£20</td></tr> <tr><td>Completion Fee</td><td>£5,000</td></tr> <tr><td>Deeds Release Fee</td><td>£50.00</td></tr> <tr><td>Funds Transfer Fee</td><td>£10</td></tr> <tr><td>Legal Fee</td><td>£600</td></tr> <tr><td>Mortgage Cost Fee</td><td>£30</td></tr> <tr><td>Procurement Fee</td><td>£700</td></tr> <tr><td>Valuation</td><td>£400</td></tr> </table>		FEES & FEATURES		Application Fee	£20	Completion Fee	£5,000	Deeds Release Fee	£50.00	Funds Transfer Fee	£10	Legal Fee	£600	Mortgage Cost Fee	£30	Procurement Fee	£700	Valuation	£400
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### 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

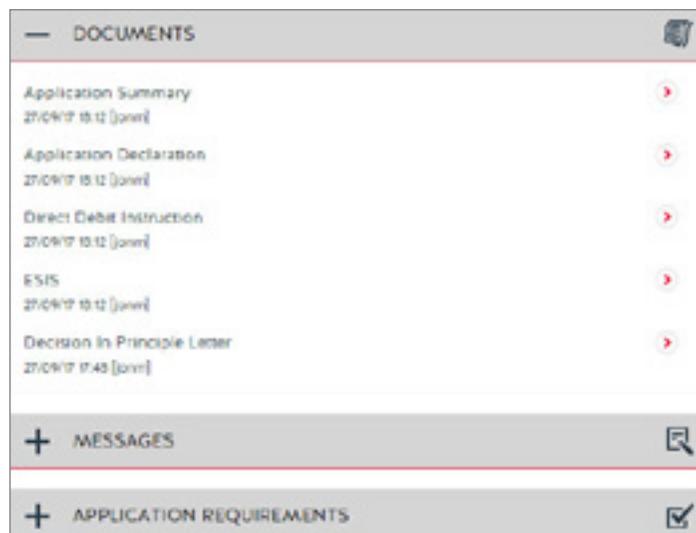
You can minimise or maximise any of the panels by clicking the plus and minus icons.

## Full Mortgage Application

Once you've submitted a DIP you'll be able to proceed to Full Mortgage Application. This will ask for extra information that we've not already collected. Nothing too stressful. Any fee(s) payable (such as the valuation fees) will be collected at the end of the application so please have a payment card ready.

## 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:

1. Click 'upload'

Checklist item	Owner	Type	Status	Date Satisfied	
Proof of Residency for Applicant 1 27/09/17 15:12	Broker	PreOffer	Active		<a href="#">Upload</a>
Proof of Income for Applicant 1 27/09/17 15:12	Broker	PreOffer	Active		<a href="#">Upload</a>
Proof of Deposit 27/09/17 15:12	Broker	PreOffer	Active		<a href="#">Upload</a>

2. 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.

The screenshot shows a form titled 'ADD NOTE'. It has a 'Subject' field with a placeholder text 'Subject'. Below it is a 'Message' field with a red asterisk, containing a large text area. At the bottom of the form, there is a checkbox labeled 'Is important?'.

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.

The screenshot shows a form titled 'VALUATION INSTRUCTION'. It has a 'Valuation type' dropdown menu with 'Mortgage Valuation' selected. Below this is a 'VALUATION DECLARATION' section with a text area containing the following text:
   
By submitting this valuation instruction you are confirming that the applicant understands:
   
- the valuation is undertaken for the benefit of Pepper UK Limited (Pepper) only;
   
- neither Pepper nor the Valuer are under any liability of any kind to the applicant in relation to the mortgage valuation report;
   
- if a copy of a valuation report is provided to the applicant it is for information purposes only and they should not rely on it in any way to make a decision about the purchase or value of a property.
   
Below the text area is a checkbox labeled 'I accept declaration' which is checked. At the bottom of the form are two buttons: 'CANCEL' and 'REQUEST'.

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'.