



peppermoney

# Application Portal Guide

April 2021

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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

Whenever you need to return back to the homepage, this is the button to use.



## ILLUSTRATION

Click here to produce a quick standalone illustration for your clients. 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 client'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 client's application.



## CASE SEARCH

Quickly find a previous or on-going 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 an approved distribution network, you need to set up your submission routes before you can submit business.

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 Packagers we partner with. Click to select as many of these as you like, then move them to your list with the arrow buttons in the middle.

- 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.

**NB It's not possible to save incomplete illustrations.**

Applicant & Loan Type	APPLICANT & LOAN TYPE
Submission Details	Please select the applicant and loan type you wish to produce an illustration for.
Loan Details	Applicant type * <input type="text" value="Individual"/>
Product Selection	Loan type * <input type="text" value="Residential"/>
Applicant 1 Details	Are the applicant(s) 'high net worth' customers? * <input type="radio"/> Yes <input checked="" type="radio"/> No
Fees and Features	Are the applicant(s) professional customers? * <input type="radio"/> Yes <input checked="" type="radio"/> No
Illustration Summary	* Mandatory fields
<input type="button" value="BACK"/> <input type="button" value="NEXT"/>	

## 2. Submission details

Next indicate the level of advice and whether you are submitting the application through a Mortgage Club. You have to specify a Mortgage Club if you're not a packager or part of an approved distribution network.

Applicant & Loan Type	SUBMISSION DETAILS
Submission Details	What kind of sale is this? * <input checked="" type="radio"/> Advised <input type="radio"/> Execution only
Loan Details	Is the Application being submitted via a Mortgage Club? * <input checked="" type="radio"/> Yes <input type="radio"/> No
Product Selection	Mortgage Club * <input type="text"/>
Applicant 1 Details	
Fees and Features	
Illustration Summary	* Mandatory fields
<input type="button" value="BACK"/> <input type="button" value="NEXT"/>	

## 3. Loan details

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

Applicant & Loan Type	LOAN DETAILS
Submission Details	Loan purpose * <input checked="" type="radio"/> Purchase <input type="radio"/> Remortgage
Loan Details	Type of loan * <input type="text" value="Residential"/>
Product Selection	Estimated value/ purchase price * <input type="text" value="£200,000"/>
Applicant 1 Details	Loan amount * <input type="text" value="£150,000"/> LTV= 75%
Fees and Features	Term * <input type="text" value="25"/> years <input type="text" value="00"/> months
Illustration Summary	Repayment type * <input type="text" value="Capital Repaym..."/>
INTERMEDIARY FEES	
Is the intermediary, charging the applicant a fee for this application? * <input type="radio"/> Yes <input checked="" type="radio"/> No	
* Mandatory fields	
<input type="button" value="BACK"/> <input type="button" value="NEXT"/>	



## 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 client(s) from the 'product category' list and hit 'find products'. This filters the list to the products available in that range.

Applicant & Loan Type  
Submission Details  
Loan Details  
Product Selection  
Applicant 1 Details  
Fees and Features  
Illustration Summary

LOAN DETAILS

Repayment type \*  
Capital Repaym...

Loan Amount  
£150,000

Capital and interest amount  
£150,000

Interest only amount  
£0

PRODUCT SELECTION

Product category  
▼

To see our product criteria, please click [here](#)

Find Products >

PRODUCT SELECTION RESULTS

Product Name	Initial Rate	Initial Monthly Payment	Max LTV	Completion Fee	Select
30 Month Fixed 2.38% 75%	2.38%	£663.90	75%	£995.00	<input type="radio"/>
2 Year Fixed 2.38% 75%	2.38%	£663.90	75%	£895.00	<input type="radio"/>
2 Year Fixed 2.58% 80%	2.58%	£678.98	80%	£895.00	<input type="radio"/>
30 Month Fixed 2.58% 80%	2.58%	£678.98	80%	£995.00	<input type="radio"/>
2 Year Fixed 2.78% 85%	2.78%	£694.27	85%	£895.00	<input type="radio"/>
5 Year Fixed 2.98% 75%	2.98%	£709.76	75%	£995.00	<input type="radio"/>
5 Year Fixed 3.28% 80%	3.28%	£733.35	80%	£995.00	<input type="radio"/>

Results 1 - 7 of 7 Page 1

\* Mandatory fields

BACK

NEXT

### 5. Applicant details

Enter some basic details about your client(s). This is what appears on your illustration.

Applicant & Loan Type  
Submission Details  
Loan Details  
Product Selection  
Applicant 1 Details  
Applicant Details  
Fees and Features  
Illustration Summary

APPLICANTS

Number of applicants \*  
1 2

PERSONAL DETAILS

Title \*  
Select ▼

First name \*

Surname \*

\* Mandatory fields

BACK

NEXT

## Producing an Illustration (cont.)

### 6. Fees and features

The last step before we produce your client(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.

Applicant & Loan Type  
Submission Details  
Loan Details  
Product Selection  
Applicant 1 Details  
**Fees and Features**  
Illustration Summary

PEPPER 48 30 MONTH FIXED 2.38% 75% 75% PURCHASE FULL STATUS 30 MONTH FIXED 2.38%

PRODUCT FEATURES

Early Repayment Charge	✓
Overpayment Allowance	✓

LENDER FEES

Fee	Amount	Add or Deduct fee *
Completion Fee *	£995.00	<input type="radio"/> Add to loan <input type="radio"/> Deduct from loan
Funds Transfer Fee *	£15.00	<input type="radio"/> Add to loan <input type="radio"/> Deduct from loan
Application Fee	£135.00	
Deeds Release Fee	£22.50	
Legal Fee	£660.00	
Mortgage Exit Fee	£30.00	
Valuation	£400.00	

\* Mandatory fields

BACK

NEXT

### 7. Illustration summary

This screen shows the summary for your illustration. 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					
Product	Loan	Repayment	LTV	Fees added	
Pepper 48 2 Year Fixed 2.78% 85% 85% Purchase Full Status 2 Year Fixed 2.78% 27/09/17 13:40	£170,000 25 years	Capital & Interest (Repayment)	85%		<a href="#">View Illustration</a> <a href="#">Proceed to DIP</a> <a href="#">Select New Product</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 client.

## 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. You have to specify a Mortgage Club if you're not a packager or part of an approved distribution network.

## 4. Loan details

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

The screenshot shows the 'Loan Details' section of the application portal. On the left is a sidebar with navigation links: Prerequisite Questions, Applicant & Loan Type, Submission Details, Loan Details (highlighted), Applicant 1 Details, Household Expenditure, Property Details, Declaration, Decision Result, Fees, and Case Summary. The main content area is titled 'LOAN DETAILS' and contains the following fields:

- Loan purpose \***: Radio buttons for Purchase (selected) and Remortgage.
- Loan type \***: A dropdown menu showing 'Residential'.
- Estimated value / Purchase price \***: A text input field containing '£200,000'.
- Loan amount \***: A text input field containing '£150,000' and an **LTV\*** field containing '75.00 %'.
- First time buyers \***: Radio buttons for Yes and No (No is selected).
- Right to Buy \***: Radio buttons for Yes and No (No is selected).
- Shared Ownership \***: Radio buttons for Yes and No (No is selected).
- Term \***: Two text input fields for '25' Years and '0' Months.
- Repayment type \***: A dropdown menu showing 'Capital Repaym...'.

Below these fields is a section titled 'SOURCE OF DEPOSIT' containing a table:

Source of deposit *	Amount	Delete
Savings/cash	£50,000	<input type="checkbox"/>

At the bottom of the table are buttons for 'Delete Selected' and 'Add More'.

Below the table is a section titled 'LOAN/OCCUPANCY DETAILS' with the following field:

- Will this be the applicants main residence? \***: Radio buttons for Yes (selected) and No.

At the bottom of the form, there is a note: '\* Mandatory fields'. At the very bottom are three red buttons: 'BACK', 'SAVE', and 'NEXT'.




## Decision in Principle (continued)

### 5. Applicant details

Here you enter information relating to the applicant including address, employment, commitments and any portfolio 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 client(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 client(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.

**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.

## Uploading application requirements

SUMMARY FOR CASE  
PW00001335YVW3  
RESIDENTIAL, PURCHASE

Applicant Name(s)	Harding, Hayden
Loan Amount	£153,015
Estimated Valuation	£200,000
Term	25 years
Repayment Type	Capital & Interest (Repayment)
Property	12 Pepper Avenue London PM12 3WY
Solicitor	Russell and Russell Solicitors
LTV	77%
Product	Pepper Prime 2 Year Tracker 2.34% 75% LTV 75% Purchase Full Status 2 Year Tracker 2.30%

+

 APPLICATION STATUS
 

Application Submitted

+

 CONTACT US

PROCEED OPTIONS

Copy to new DIP

FEES & FEATURES

Application Fee	£135
Completion Fee	£3,000
Deeds Release Fee	£22.50
Funds Transfer Fee	£15
Legal Fee	£660
Mortgage Exit Fee	£30
Procurator Fee	£750
Valuation	£400

DOCUMENTS

Application Summary  
27/09/17 18:12 [open]

Application Declaration  
27/09/17 18:12 [open]

Direct Debit Instruction  
27/09/17 18:12 [open]

ESIS  
27/09/17 18:12 [open]

Decision In Principle Letter  
27/09/17 17:48 [open]

MESSAGES

APPLICATION REQUIREMENTS

## 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.

From here you can:

- Download the documents you'll need to provide to your client(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 give your client(s) or keep for your own compliance.

DOCUMENTS

Application Summary  
27/09/17 18:12 [jonm]

Application Declaration  
27/09/17 18:12 [jonm]

Direct Debit Instruction  
27/09/17 18:12 [jonm]

ESIS  
27/09/17 18:12 [jonm]

Decision In Principle Letter  
27/09/17 17:48 [jonm]

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 progress an application. It's tailored for your client(s) based on the information you give us.

To supply an item:

1.

Click 'upload'

APPLICATION REQUIREMENTS					
Checklist item	Owner	Type	Status	Date Satisfied	
Proof of Residency for Applicant 1 27/09/17 15:49	Broker	PreOffer	Active		<a href="#">Upload</a>
Proof of Income for Applicant 1 27/09/17 15:49	Broker	PreOffer	Active		<a href="#">Upload</a>
Proof of Deposit 27/09/17 15:49	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.

DOCUMENT UPLOAD

Document type \*
Select

Document sub type \*

Document \*
Choose File No file chosen

Document description

## 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' label followed by a text input field. Below that is a 'Message: \*' label followed by a large text area for writing the message. 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'. On the left side, there is a sidebar with three menu items: 'Valuation Instruction' (which is selected and highlighted with a red circle), 'Generating Documents', and 'Application Summary'. The main content area has a 'Valuation type' dropdown menu currently set to 'Mortgage Valua...'. Below this is a section titled 'VALUATION DECLARATION' containing a paragraph of text explaining the declaration. At the bottom of this section is a checkbox labeled 'Accept declaration' which is checked. At the very bottom of the form, there are two red 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'.