



More help  
getting your  
applications  
off the ground.  
**We're on it**

# How to submit business guide

# Business submission guide

This guide provides you with a number of hints and tips to help speed up the application process, enabling us to process your client's application more efficiently.

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### Steps to assess your case prior to submission

- Please read our Lending and Security Guidelines which represents the Society's current approach to lending
- Our 'Affordability Calculator' is aligned with our DIP affordability calculation. As long as you input the same information, the results should match. It is therefore best practice to complete the affordability calculator on **wbfi.co.uk** prior to submitting a DIP



## Tools and Sales Aids

### Affordability Calculator

Use our online affordability calculator to get an accurate borrowing figure for your client.

#### 1. Loan requirements

Loan amount	Term years	Term months
<input type="text" value="0"/>	<input type="text" value="25"/>	<input type="text" value="0"/>

Total years:



Total months:

#### 2. Household composition

Number of applicants:



☒ 1 ☐ 2

Number of adult dependants: ?

Number of child dependants: ?

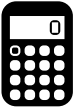
1

1

A dependant adult is defined as anyone who is 17 years of age or older (not a party to the mortgage) and is residing in the security as their main home and is unable to independently support themselves financially.

A dependant child is defined as a child who is residing in the security as the main home and is 16 years of age or younger.



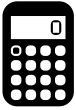
### 3. Income

In order to calculate the affordability, the applicant's income must be entered.

#### Employed

Job 1 Details	Applicant 1
Employment status:	Employed <input type="checkbox"/>
Employment and fixed term contract details	
Gross annual basic salary: ?	0
Annual regular / guaranteed overtime:	0
Frequency overtime paid:	-- Please Select -- <input type="checkbox"/>
Annual regular / guaranteed commission:	0
Frequency commission paid:	-- Please Select -- <input type="checkbox"/>
Annual regular / guaranteed bonus:	0
Frequency bonus paid:	-- Please Select -- <input type="checkbox"/>
Permanent annual shift allowance:	0
Annual large town / car allowance:	0
Add job 2	<input type="radio"/> Yes <input checked="" type="radio"/> No
Add other income	<input type="radio"/> Yes <input checked="" type="radio"/> No
Tax code: ?	2 1250L

2 There is no requirement to update the tax code as part of the affordability calculation.



### 3. Income (continued)

Self-employed

Job 1 Details

Applicant 1

Employment status:

Self-employed

Self-employment details:

Latest return:

0

Previous return:

0

Add job 2

☐ Yes ☒ No

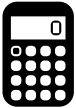
Add other income

☐ Yes ☒ No

Tax code: ?

3 1250L

3 There is no requirement to update the tax code as part of the affordability calculation.



### 4. Expenditure

Monthly Amount

Applicant 1

Gross salary deductions (month):

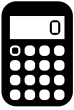
4 ? 0

Net salary deductions (month):

5 ? 0

4 Pre-tax deductions for example, pension contributions, child care vouchers, holiday buy back, company car.

5 Deductions made to the applicant's income post tax, for example student loan repayments.



## 4. Expenditure (continued)

### Monthly Amount

### Applicant 1

Child Maintenance:

0

Nursery / School / College / University fees:

0

Nanny / Child Minder / Au pair:

0

Private Care Home:

0

Ground Rent / Service Charge (Annual Amount)

0

Council tax:

0

Insurance(s) and Pension(s) relevant to this application  
(Building & Contents or Life Policies):

?

0

Food and non-alcoholic drink:

0

Travel / transport:

?

0

Housing, fuel, power and communication:

?

0

Other expenditure (Clothing / Footwear or Health):

6

0

## Mortgage commitments ? 7

### Monthly payment

### Repay on completion

Yes

Delete

Add a mortgage

6 This figure should reflect the applicant's current expenditure.

7 Existing monthly mortgage commitments that will not be repaid.

For Buy to Let/Consent to Let/ Let to Buy - if the monthly rental income does not meet, or exceeds the monthly mortgage payment, include the shortfall as a deduction.

## 2

## Guide to keying DIPs and FMAs

Please ensure that all data is input accurately, to avoid additional credit searches and to help us process your application efficiently:

- Enter your client's full name including any middle names or maiden names
- Make sure that the address history provided is accurate and ensure that the dates they moved are correct
- Please ensure that all client data, including address, telephone number and personal details are correct to avoid delays in processing your application
- Enter the applicants in the order of their total earnings (highest earner first)
- Rental income should only be added to the 'other source of income' field if a mortgage does not exist on the property. Otherwise, the rental information should be input within the buy to let section of the process
- Where your client has agreed to make a deduction from their salary (such as a pension payment) please ensure that the section relating to deduction from salary is completed as part of the employment screen. Please do not duplicate any information into the insurance/pension section of the 'monthly commitments'
- An applicant is not a dependant and must not be entered as a dependant

### Employment details

Job title \*

1  ▼

Start date \*

Permanent employment \*

☐ Yes ☐ No

Still within probationary period? \*

☐ Yes ☐ No

Is the applicant employed by their family business? \*

☐ Yes ☐ No

1 Please ensure that you select the correct occupation or closest match from the list - choosing 'other' will delay your application as we will need to contact you to confirm the occupation.

If applicable, all dependants must be declared.



## DIP

### Dependants

Number of adult and child dependants \*

2



Dependant 1 - Date of birth \*

Dependant 2 - Date of birth \*

The information input at this stage will automatically generate the 'Other occupants' question at Full Mortgage Application (FMA) where the dependants are aged 17 years or over.



## FMA

### Other occupants

Upon completion, will there be any other occupants living at the property who are aged 17 or over? \*

☒ Yes

☐ No

First name \*

Surname \*

Date of birth \*

Relationship \*

Delete

Select



Delete Selected -

Add More +



## Expenditure

### Other commitments (non- lifestyle)

Does the applicant have any other ongoing financial commitments? \*

☒ Yes ☐ No

Commitment type \*

Monthly payment \*

Delete

Select

Child maintenance  
Nursery/School/College/University  
Nanny/Child Minder/Au Pair  
Private care home

☐

Delete Selected –

Add More +

Monthly amount for Child maintenance, Nursery/School/College/University, Nanny/Child Minder/Au Pair, Private care home must be declared as 'Other commitments (non-lifestyle)'



## Household expenditure

Please complete the following fields to confirm the applicant's expenditure against each of the provided categories:

Expected monthly council tax payment relating to the property \*

Monthly payment for essential insurance(s) and pension(s) relevant to this application \*  
i.e. building and contents insurance, life insurance, pension(s) not previously declared as being deducted from salary etc

Monthly amount spent on food and non-alcoholic drink \*

Monthly amount spent on travel/transport \*  
i.e. cost of vehicle insurance, tax, maintenance, fuel, parking and public transport for travel

Monthly amount spent on water, gas, electric, other heating fuel, telephone (mobile(s) and land line), TV licence, TV and internet packages \*

Other expenditure – monthly amount spent on clothing, footwear and health \*

- All items detailed in 'Household expenditure' must be completed. Please do not enter '0' otherwise your case may be delayed as this information will be requested
- On purchase applications please ensure that the amounts entered into 'Household expenditure' relate to the costs of the new property and not the current costs
- Insurance policies should include the estimated costs of buildings and contents insurance of the new property and any other insurance which is deemed essential
- Travel and transport costs should include essential and non-essential travel such as petrol, car parking, car tax, car insurance, car maintenance and public transport costs

## 3

## Submission hints on other application requirements

- Electronic verification of an applicant's identity is included as part of the online decision
- ID is required where we have been unable to electronically validate an applicant's identity
- Proof of Residency is required where we have been unable to validate the applicant's last 3 years' residency electronically
- For a remortgage application, where the product has 'fees assisted legal's, the solicitor details will be pre-populated with the West Brom's solicitor details
- We give a standard set of submission requirements for all cases (as detailed below). However, these can vary depending on our assessment of the application

Standard documentation requirement per applicant	First time buyer residential purchase		Residential purchase		Residential remortgage	
	Employed applicant	Self-employed applicant	Employed applicant	Self-employed applicant	Employed applicant	Self-employed applicant
Signed mortgage application declaration	✓	✓	✓	✓	✓	✓
Signed Direct Debit mandate	✓	✓	✓	✓	✓	✓
Last full month's payslip	✓	✗	✓	✗	✓	✗
Latest P60 (generally required if overtime/commission or other income is being used for affordability)	✓	✗	✓	✗	✓	✗
Last 2 years' HMRC SA302s or a copy of the online tax calculation supported by the Tax Year Overview or Accountant's Certificate of income prepared by a qualified Accountant confirming the last 2 years' personal income/net profit/drawn salary derived from the business	✗	✓	✗	✓	✗	✓
Latest 3 months' business bank statements (if latest accounts are over 3 months old)	✗	✓	✗	✓	✗	✓
Latest full month's bank statements showing salary credits, utility bills, mortgage/rental payments (if applicable) and day-to-day expenses	If applicable, please refer to the checklist items for each case					

## 4

### Supporting documents

- You can download a variety of documents at **wbfi.co.uk**
- **To help us maintain and further improve our application to offer time, please ensure that you upload a payslip for all employed applicants at the point of submission**



### Literature

This page is a central location for the variety of forms, guides and documents you may require during a client's mortgage application process.

- [BTL Declaration Form](#)
- [Change of Name Form](#)
- [Data Capture Form](#)
- [Confirmation of Gifted Deposit](#)

- We will confirm our requirements for each application using the checklist items located on our online portal
- Uploading additional information that has not been requested on the checklist items may delay the processing of the application and will not be used to assess the application
- If you need to upload or inform us of additional information that materially affects the application please contact the Intermediary Sales and Support team for a checklist item to be created
- Where the additional borrowing is for capital raising we will require full information and a checklist item will be added for you to upload the details
- If we require evidence of a repayment vehicle for any element of interest only lending, please ensure that:
  - The endowment and pension statement should be no more than 15 months old
  - The investment/savings plan statement is no more than 12 months old

- If we ask for a **bank statement** please ensure that:

## Current Account Statement

Mrs A N Sample  
Example Street  
Example City  
AA1 2BB

Your account summary for  
29 June to 1 August 2016

### Your transactions

Statement date 14 July 2016  
Statement no 26 1 of 2

Sort code 07-02-46  
Account no 12345678  
Start balance £7,823.80  
End balance £3,413.38  
Overdraft limit £2,000.00

Date	Description	£ Out	£ In	£ Balance
29-Jun	Supermarket WEST BROMWICH	8.99		7,823.80
31-Jun	Standing Order MR R SMITH	50.00		7,773.80
1-Jul	Cash Machine wdl HSBC	55.00		7,718.80
6-Jul	Lottery WEST BROMWICH		10.00	7,728.80
7-Jul	Clothes Store	11.20		7,740.00
15-Jul	Transfer to Joint account	785.00		
	Supermarket WEST BROMWICH	23.14		
	Cash Machine wdl WEST BROMWICH	200.00		6,731.86
16-Jul	Films 1234567890	8.12		6,723.74
17-Jul	Supermarket WEST BROMWICH	50.00		6,673.74
	Online donation	50.00		6,623.74
19-Jul	Clothes store WEST BROMWICH	69.70		6,554.04
20-Jul	Petrol WEST BROMWICH 3635	49.95		
	Direct Debit TV	145.50		
	Standing Order NATWEST	500.00		5,858.59
21-Jul	Supermarket WEST BROMWICH	23.99		5,834.60
22-Jul	Cash Machine wdl WEST BROMWICH	100.00		5,734.60
24-Jul	Supermarket WEST BROMWICH	15.60		
	Direct Debit HSBC C/CARD	136.50		5,582.50
26-Jul	Cash Machine	100.00		5,482.50
27-Jul	Food store WEST BROMWICH	1.20		5,481.30
28-Jul	Salary		1,345.75	
	Direct Debit Mortgage Payment NATWEST	850.00		
	Direct Debit Water SEVEN TRENT	40.00		5,937.05
30-Jul	Films 1234567890	8.12		5,928.93
30-Jul	Direct Debit Council Tax	180.00		5,748.93
	Standing Order Miss R JONES		300.00	6,048.93
30-Jul	Direct Debit Building & Content insurance	69.70		5,979.23
31-Jul	Toy store WEST BROMWICH	49.95		
	Direct Debit Gas/Electric EON	94.00		
	Faster Payment MR A COLE	2,400.00		3,435.28
01-Aug	Supermarket WEST BROMWICH	21.90		3,413.38

- 1 The statement must show the applicant's full name and address
- 2 The statement is for full months for the period requested
- 3 Full bank account number and sort code must show
- 4 Outgoings must match those declared on the application (e.g. loan, credit cards)
- 5 Statements must show a running balance
- 6 If there is an 'unusual' transaction on the statement please indicate what this item relates to prior to scanning and uploading the statement to help the underwriter understand the payment

- We will always ask for the latest **payslip** for employed applicants, please check that:

Payslip

Employee No.	Employee		Pay Date	Tax Period	Tax Code	National Insurance No.	Annual Salary
321	Anne Sample		28.07.2016	2	1060L	DC 32 *** B	£25,597.80
Payments	Units	Rate	Amount	Deductions		Amount	
Basic Pay	98.00	13.68	1341.10	Income Tax		237.80	
Overtime	8.25	13.68	112.89	National Insurance		119.47	
Shift Allowance	15.00	6.60	99.00	Personal Pension		187.13	
London Allowance	98.00	5.92	580.16	Childcare vouchers		243.00	
Bonus	12.00	10.00	120.00				
Anne N Sample Example Street Example City AA1 2BB	Totals for this period			Totals YTD			
	Total Payments		2,253.15	Taxable Gross Pay		4,215.09	
	Total Deductions		787.40	Income Tax		475.62	
				National Insurance		234.02	
AAA Company Ltd			Net Pay		£1,345.75		

- 1 The name matches the application
- 2 Payslips must show the pay date and tax period, and be the latest payslip at the time of application
- 3 The annual salary matches the submitted application, if it does not, please provide an explanation
- 4 Relevant deductions entered as a salary deduction during the DIP process should be shown on the payslip
- 5 If the applicant has any additional income, overtime, bonus etc. and the payment is received every month we will ask for the latest 3 months' payslips. For any non-monthly payments we will require the latest payslip

For self-employed applicants we will require evidence of income by:

- Last 2 years' HMRC SA302s or a copy of the online tax calculation supported by the Tax Year Overview or accountant's certificate of income prepared by a qualified accountant confirming the last 2 years' personal income/net profit/drawn salary derived from the business
- Where a tax assessment is submitted via an accountant using commercial software this could be known as a 'tax computation'. These documents should be supported by a declaration by the accountant confirming that they have submitted and printed the documentation on behalf of the applicant
- In all instances the current turnover and trading performance of the business is verified to be in line with the personal income/net profit confirmed via business bank statements
- Where the accounting period end date on the provided set of personal income/net profit figures is older than 3 months from date of application, the last 3 months' business trading bank statements should be obtained and considered

Please note - all applications are subject to underwriters approval and we reserve the right to request additional information as deemed necessary in addition to our published requirements

**Proof of identification (If we are unable to authenticate the applicant's identification electronically we will require one item from list 1 and two items from list 2)**

Personal identification (List 1)	Address identification (List 2)
Valid UK or EU signed passport	Valid full or provisional UK photocard driving licence (no more than ten years old)
Non EU signed passport along with evidence of your right to remain in the UK	Valid full UK driving licence (old paper style)
Valid full or provisional UK photocard driving licence (no more than ten years old)	Recent utility bill or a certificate from a supplier of utilities confirming the arrangement to pay for the services on pre-payment terms issued within the last six months (Final bills, mobile telephone bills, satellite statements, insurance certificates and bills printed off the internet are not acceptable)
Valid full UK driving licence (old paper style)	Current bank or building society statement or investment certificate issued by a UK Registered Financial Services firm within the last six months (closing statements, interest statements or internet/branch printed statements are not acceptable)
National Identity Card (non-EEA foreign nationals, permit must show right to remain in the UK)	The most recent original mortgage statement from a UK recognised lender within the last 12 months (internet/branch printed statements are not acceptable)
EU/EEA Member State ID photo card	Local authority council tax demand (valid for the current tax year)
Identity card issued by the Electoral Office for Northern Ireland	Recent confirmation of entitlement to state or local authority benefits issued within the last 12 months (including pension, tax credit, child benefit, housing benefit, educational grants and winter fuel bill. Private pension statements are not acceptable. Please note the letter must also confirm the amount of ongoing benefits)
HMRC tax summary (valid for the current tax year) e.g. tax assessment, notice of coding or self assessment confirmation (P45s or P60s are not acceptable as these are not HMRC documents)	HMRC tax summary (valid for the current tax year) e.g. tax assessment, notice of coding or self assessment confirmation (P45s or P60s are not acceptable as these are not HMRC documents)
Recent confirmation of entitlement to state or local authority benefits issued within the last 12 months (including pension, tax credit, child benefit, housing benefit, educational grants and winter fuel bill. Please note the letter must also confirm the amount of ongoing benefits)	Signed Local Authority or Housing Association tenancy agreement confirming residency at the time of verification (private tenancy agreements are not acceptable)
Current Firearms Certificate or Shotgun Licence (no more than five years old)	Post Office savings account statement issued within the last six months (closing statements or internet/branch printed statements are not acceptable)
Blue Disabled Badge (no more than 3 years old)	Solicitor's letter confirming recent house purchase or sale or land registry confirmation issued within the last three months (letter must be signed and dated by a registered solicitor and be on letter headed paper)
Armed Forces or Police ID Card	Credit card statement by a UK Registered Financial Services firm issued within the last six months (closing statements, internet/branch printed statements are not acceptable)
Current UK residence permit (issued by UK Visas and Immigration)	Disclosure and Barring Certificate (must be the paper certificate)
State pension or benefits document or notification from the Department of Work and Pensions (DWP) confirming the right to benefits (under 12 months old)	

**PLEASE NOTE:** the same item cannot be used to satisfy both list 1 and list 2 and cannot be from the same organisation. The above documents must be certified copies of the original documents that you have seen and must state 'I confirm that I have seen the original document and certify this is a true copy of that original', and the certification must state your name, signature, date, contact number and company name. If you carried out a face-to-face interview please state this in your ID certification. Alternatively, you can complete the Mortgage Identification form available at [wbfi.co.uk/forms-library](http://wbfi.co.uk/forms-library) and include the items of identification with the completed form.

6

Using wbfi online system

Guidance notes	Using the system
<p>To ensure that you receive the most efficient service from us we thought that a few guidance notes would be useful.</p> <p>For the most up-to-date information on the progress of an application, please refer to <b><a href="http://wbfi.co.uk">wbfi.co.uk</a></b> and log in. Once logged in, the homepage will display the status of your 10 most recent applications. You can search for any older cases by selecting 'Case tracking'.</p> <p>You will be able to see what stage your case has reached, any outstanding required information and if we are awaiting a response from you or your client.</p> <p>If you need to contact us regarding an application, case tracking should be used to resolve your enquiry. If you require additional assistance please contact us on <b>0345 241 0575</b>.</p> <p>Please note that the Intermediary Sales and Support team and Business Relationship Managers will not be able to assist on case updates.</p>	<p>All documents requested on the checklist items, should be uploaded via the website as soon as possible as this will ensure that we can process the application more efficiently.</p> <p>Sometimes we receive multiple uploads of the same document that can delay underwriting. The uploading process may take a few minutes and the message 'your changes have been saved' will be displayed once your upload is successful.</p> <p>To avoid delays in processing, each status document should be uploaded against the requested item on the list after you have clicked on it.</p> <p>To further assist speed of process, only upload the required number of documents requested for each item on the list. For example: one month's payslip.</p> <p>The initial check will be completed and valuation instructed once the minimum documentation requirements have been submitted.</p>



**wbfi.co.uk**



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**0345 241 3597**

This information is for the use of professional intermediaries only.  
Criteria is subject to change, please check before submitting applications.

Head Office: 2 Providence Place, West Bromwich B70 8AF **[www.westbrom.co.uk](http://www.westbrom.co.uk)**  
'the West Brom' and 'the West Brom for intermediaries' are trading names of West Bromwich Building Society.

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