

## Useful contact numbers

If there's anything else we can do to help improve the service we offer you, please contact us on the numbers below:

Dedicated Broker Support

Call 0800 545 31 31:

- Option 1 - Product and criteria / new business
- Option 2 - Procurement Fees
- Option 3 - Registrations
- Option 4 - Online application technical support

or visit [nationwide-intermediary.co.uk](http://nationwide-intermediary.co.uk)

Northampton Mortgage Service Centre (Case updates, processing queries)

Call 0800 464 3000

Large Loans Dedicated Mortgage Service Centre for loans over £500,000

Call 0800 464 3001



## Data Protection Act

Please ensure documents are sent in adherence to the Data Protection Act.

# Making it easier to do business with Nationwide

Updated November 2016

## What you'll find in this guide

We've provided this guide to save you and your clients valuable time and to help speed up the application process

## Inside you'll find:

- Hints and tips for keying your client's case on NFI Online
- A quick guide to scanning and attaching case documents
- Greater clarity on some of our application requirements and policies

## Checking affordability

| Key information   | Important notes   |
|---|---|
| <p>Using the affordability calculator on the NFI website before submitting your application can save you and your client valuable time and is the first step in the mortgage application process.</p> <p>The website calculator can be used to provide an indication to your client's affordability and can be printed and saved.</p> | <p>If the NFI Online affordability calculator returns a different amount to the website calculator, it could be due to undisclosed credit or incorrect keying. Please check and make sure you include all debts and commitments, whether they're being cleared or continuing.</p> |

## NFI Online - A quick guide to keying DIPs and cases

| Key information  | Important notes  |
|--|--|
| <p><b>DIP decisions</b> – Decisions in Principle are available between:</p> <ul style="list-style-type: none"> <li>6am and 11pm Monday to Saturday</li> <li>6am and 6:30pm Sundays</li> </ul> <p><b>Additional Information box</b> – Please use this to record any important information that might materially affect the case. This box appears at the end of the application.</p> <p><b>Client details</b> – Please input your clients' details in full, including their middle name (first only) and any previous names and addresses.</p> <p><b>DIP data</b> – Please ensure that data keyed on the DIP matches that on the evidence obtained ie payslip, bank statement, benefit entitlement letter etc.</p> <p><b>Changing DIP data</b> – Please select 'Edit' mode and then 'Change Data'. In 'Edit' mode you can make amendments but in 'View' mode you can only review existing details. Please note that names, addresses and dates of birth can't be changed once keyed.</p> <p><b>90 day case expiry</b> – Once you've received a DIP decision, all the case documents must be submitted and the case offered within 90 days of the product reservation.</p> <p><b>Dependants</b> – Please key your clients' number of dependants, according to age, under one applicant or split the total number between joint applicants.</p> <p><b>Child/Working Tax Credits/CSA Agreement</b> – Please include any child care costs in the 'Outgoings' section. Entitlement letters proving Child/Working Tax Credit/CSA payments must be addressed to and match the name(s) keyed on the mortgage application. The lower of the figures stated on a Tax credits award letter will be used for affordability.</p> <p><b>Keying income</b> – When keying your clients' income, please break the income down accordingly. For example, key annual basic income and any additional income, such as overtime, separately and in the relevant boxes provided. When keying Benefit Income, please ensure the monthly figure is entered.</p> <p><b>Keying Outgoings</b> – Outgoings should be keyed as monthly amounts, with the exception of credit cards where the full outstanding balance should be keyed. Please make sure you include any child care costs in the 'Outgoings' section. Property related outgoings such as council tax and buildings insurance should be keyed annually.</p> <p><b>Additional Background Property</b> – Where your client will own more than one property on completion of their new loan with Nationwide the maximum LTV is 85%. Purchase applications for these clients should be keyed as a Second Property even if the property being purchased will be your client's main residence.</p> | <p>DIPs keyed outside of these hours will result in an automatic decline as credit scoring is not available.</p> <p>Where your clients select a product which offers free standard legal fees, Nationwide will appoint the Solicitor from our panel, and will contact your client to advise details of the instruction.</p> <p>These details must match the ID being provided.</p> <p>A credit score decision can be obtained by keying the applicants' basic details and loan requirements, however to obtain a full DIP, you will also need to input the property details.</p> <p>No further footprint is left when cases are rescored within 30 days of the original decision.</p> <p>If the documents haven't been received within this time, the case will expire and you'll need to submit a new DIP.</p> <p>Please don't key the total number of dependants under both applicants as they will be incorrectly counted. You should also include children your client has adopted or fostered.</p> <p>The names on the mortgage must mirror the HMRC statement. If the details differ ie one applicant on the mortgage and two names on the HMRC statement (or vice versa), this income can't be used for affordability assessment. We'll use the lower of the payments quoted on the tax credit award letter. Please remember, if you key child benefits, you must first have keyed dependants.</p> <p>If cases aren't keyed correctly, it could cause affordability assessment issues, delay your clients' application, or even result in a 'decline' decision once keyed accurately.</p> <p>Retirement income is keyed as an annual amount. Please ensure the correct income frequency is selected.</p> <p>Please include the details of all existing mortgages and commitments, whether they're being cleared or continuing. For joint applications, if outgoings, excluding mortgages, are shared, half should be keyed against each applicant.</p> <p>Where your client is utilising the joint Nationwide and TMW LTB proposition and both applications have been submitted simultaneously, the TMW case reference must be stated on the Nationwide application under Additional information.</p> |

## Scanning and attaching documents

| Key information  | Important notes  |
|--|--|
| <ul style="list-style-type: none"> <li>Attach documents in PDF or TIF format to the specific case requirement, rather than as one attachment, as otherwise documents could be missed or delayed. If you have separate documents to upload, please attach them as individual files, however documents with multiple pages should be kept as one file.</li> <li>Please ensure all scanned pages are legible before uploading to the system.</li> <li>Please submit photocopies or scans of the original document. Photographed images or screenshots aren't accepted.</li> <li>The maximum file size that can be uploaded is 3MB.</li> </ul> | <p>Please don't attach any information that NFI Online hasn't requested, unless it materially affects the case. For example, a marriage certificate where the names on the proofs are different to the application.</p> <p>Additional documents that aren't needed could delay your application.</p> <p>Unless the document is received in full and is legible, we'll be unable to assess it, and we'll need to request legible copies, delaying your clients' application.</p> <p>If your document is over 3MB in size, please set your scanner to black and white and change the resolution to reduce the file size.</p> |

## Policy and Criteria

| Key information   | Important notes  |
|---|--|
| <p><b>Self-employed</b> – Where an Accountant's Certificate is required, we'll obtain this directly. The Accountant must have appropriate professional indemnity cover in place to provide accountancy services.</p> <p>If your Client's accountant is unable to provide a certificate, the latest 2 years' HMRC tax calculations and the corresponding 2 years' HMRC Tax Year Overviews must also be submitted.</p> <p><b>Employed</b> – The latest payslip is required in all cases.</p> <p>To use bonus/overtime/commission, the number of payslips will depend on the frequency of the payment:</p> <ul style="list-style-type: none"> <li>For monthly/4 weekly pay – the latest 3 payslips</li> <li>For weekly pay – the latest 8 payslips</li> <li>For quarterly bonus or commission – the last 3 consecutive quarterly payslips which include the payment</li> <li>For annual bonus or commission – the last 2 consecutive annual payslips which include the payment</li> </ul> <p><b>Bank Statements</b> – can be requested for the following reasons:</p> <ul style="list-style-type: none"> <li>1-3 full months' bank statements from main account are required to show salary fed payments and outgoings account history.</li> <li>3 full months' bank statements are required to show rental income from a Buy to Let and the mortgage payment going out. This may also be required to evidence maintenance, and the lowest figure received in the last 3 months will be used for affordability.</li> </ul> <p><b>Child Benefit and Child/Working Tax Credits/CSA Agreement</b> – Please submit the latest annual benefit entitlement statement which is normally dated April (all pages are required - for Tax Credits either 6 or 8 pages).</p> <p><b>Source of Deposit</b> - If any part of the deposit is a gift of £10,000 or more, the Confirmation of Gifted Deposit declaration form must be completed.</p> | <p>Latest accounts must be dated within the last 18 months and a full and finalised 2 year history is required.</p> <p>Our New Business Service Centre will apply for all Accountant's Certificates, where required.</p> <p>The Accountant's Certificate must come directly from the accountant. We can't accept a certificate that comes via the broker.</p> <p>Employed income proofs required, applies to open ended permanent employment.</p> <p>For temporary workers we'll apply for an employer's reference. This is the only instance an employer's reference is used.</p> <p>Use the annual average payment of bonus/overtime/commission from the payslips.</p> <p>Where maintenance has not been paid at the current level for the last 3 months, this can still be used, the lower figure will be taken.</p> <p>Where case requirements request current account statements relating to a Nationwide account, please contact us or refer to the guides on our website at <a href="http://nationwide-intermediary.co.uk/application_forms">nationwide-intermediary.co.uk/application_forms</a>.</p> <p>Savings in a UK bank/building society account require 1 month's statements. If in an EEA bank account we require 3 full months' statements, for Non EEA we require 6 months' statements.</p> |