For Intermediaries

Mortgage product transfer guide

Hello

Welcome to our mortgage product transfer guide. This step-by-step guide shows you how to request a product transfer from your client's existing Skipton mortgage over to a new product using our eMortgages system.

Alongside a product transfer, you can:

· change the length of the term (shorter or longer) on repayment mortgages

· change the repayment type of the loan – from Interest Only to fully Capital & Interest mortgage.

· request Additional Borrowing. Details on how to do this can be found in our Additional Borrowing guide.

So – let's start the process. To proceed, you'll need the details of your client's maturing account(s), including their account balance.

Eligibility criteria

First, we need to check if your client is eligible for our eMortgages transfer service.

They'll be eligible:

✔ if their current mortgage deal is due to end within 6 months, or if they're currently on a variable rate with no Early Repayment Charge (ERC)

✔ even if your client is also requesting Additional Borrowing, changing the length of the term (shorter or longer) on repayment mortgages only, or changing the repayment type of the loan – from an Interest Only to a fully Capital & Interest mortgage;

✔ even if it is an Interest Only case that will remain Interest Only with no other contract variations

✔ even if you didn't originally introduce the business to Skipton.

They won't be eligible:

✗ if the account is in arrears

✗ if the Loan to Value (LTV) exceeds 95%

✗ if a 'Consent to Let' exists on the account.

If your client doesn't meet the criteria above, it won't automatically prevent them from switching their mortgage product – it just means they would need to go through the existing application process direct with us.
Please note: for Interest Only mortgages, if you wish to make contract variations as well as completing a product transfer, your client will need to contact us directly so we can complete both at the same time, as this is currently unavailable on our eMortgage system.

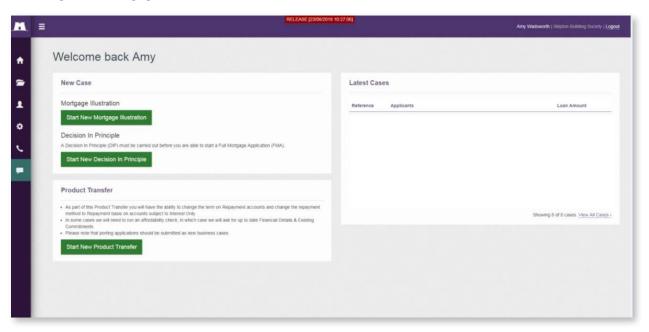# Your step-by-step guide to submitting a product transfer request

1. Log into eMortgages

2. Identify your client's details

3. Declaration

4. Select the relevant existing mortgage(s)

5. Select the product(s) to transfer

6. Option to change term of mortgage

   (Only available on repayment mortgages) This may trigger an affordability check so have your client's financial details and expenditure to hand. This also incurs a fee.

7. Submit the application

   Upload the signed Contract Variation Offer form by your client within seven days to secure the product.

Step 1: Log into eMortgages

✓ **Log into eMortgages and click 'Start New Product Transfer'.**

Step 2: Identify your client's details

✓ **Click 'Add Customer' and complete the fields with your client's details; you'll need their personal information and property details. If it's a joint mortgage we'll need the details for all applicants.**

✓ **Tick to confirm you have read our declaration and have your client's consent. You'll also need to enter your client's mortgage balance. Maturing clients will have received this in a letter. Otherwise your client will have to request this.**
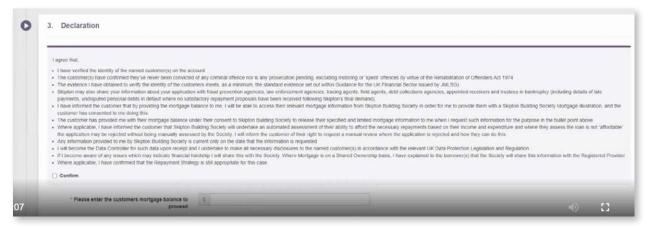
If you can't find your client's details on the system, call our Broker Support team on **0345 601 6683**.

If you're submitting a new business case, you'll need to exit and start again using the 'New Case' option.
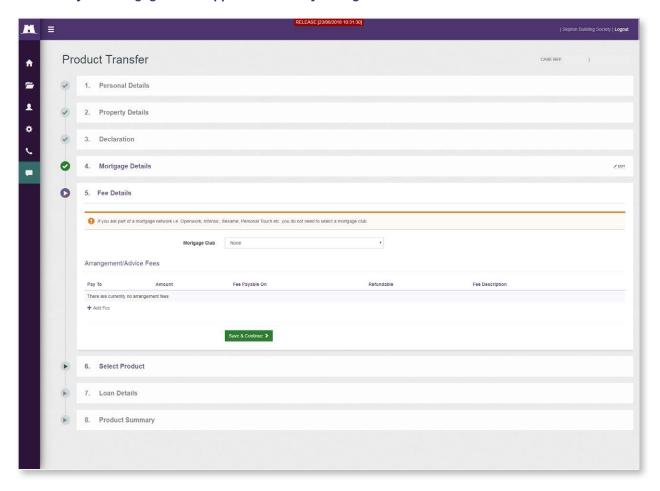
Step 3: Declaration

✓ **Make sure you have read and understood the Declaration and tick the box to continue.**
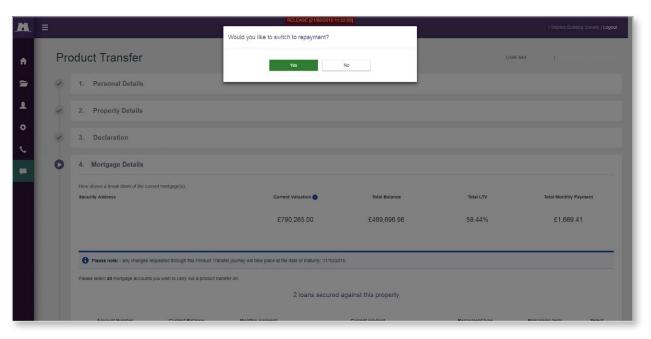
Step 4: Select the relevant existing mortgage(s)

✔ **Select the mortgage that's about to mature. If your client has multiple accounts reaching maturity, or is on a variable rate with no ERC, you can select more than one.**

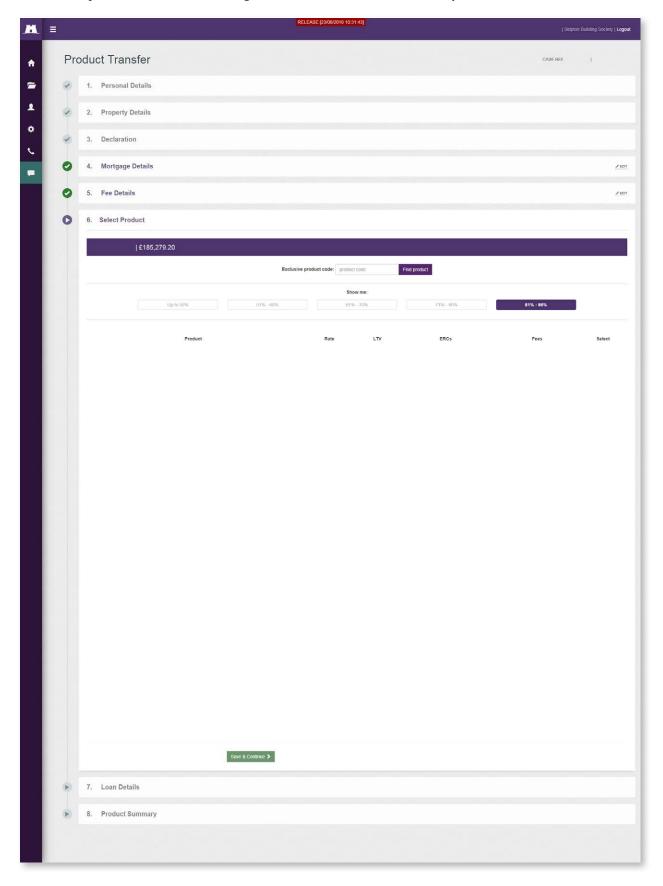✔ **Add your mortgage club if applicable and any arrangement fees.**

✔ **If your client is not on a repayment mortgage, when you select save and continue you will be asked if you want to switch to repayment.**

Step 5: Select the product(s) to transfer

✓ **Select the product you want using the LTV filter. You can choose to add fees or not.**

✓ **Click 'yes' to transfer all maturing/variable accounts onto the same product.**
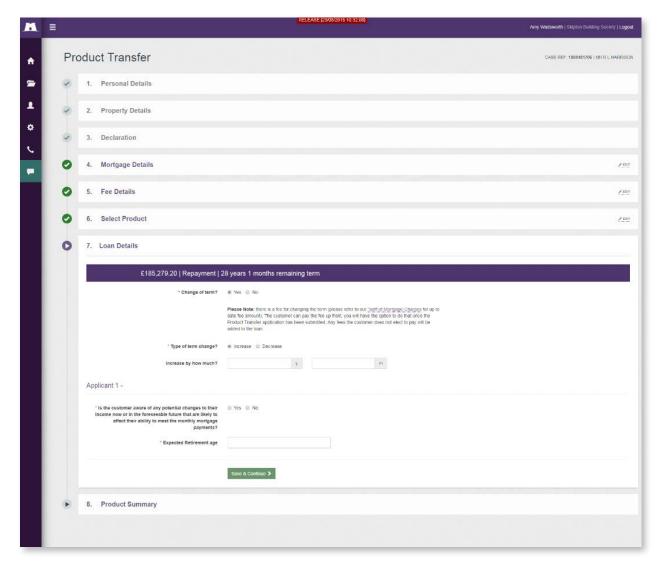
Step 6: Option to change term of mortgage

If your client wants to change the term of their mortgage and they're on a repayment or switching to a repayment mortgage from Interest Only you can select that here.

Please note a change of term fee will apply. See our **Tariff of Mortgage Charges** for up-to-date fees. The fees can be paid at the same time as any product fees or can be added to the loan. Anything being added to the loan will incur ongoing interest.
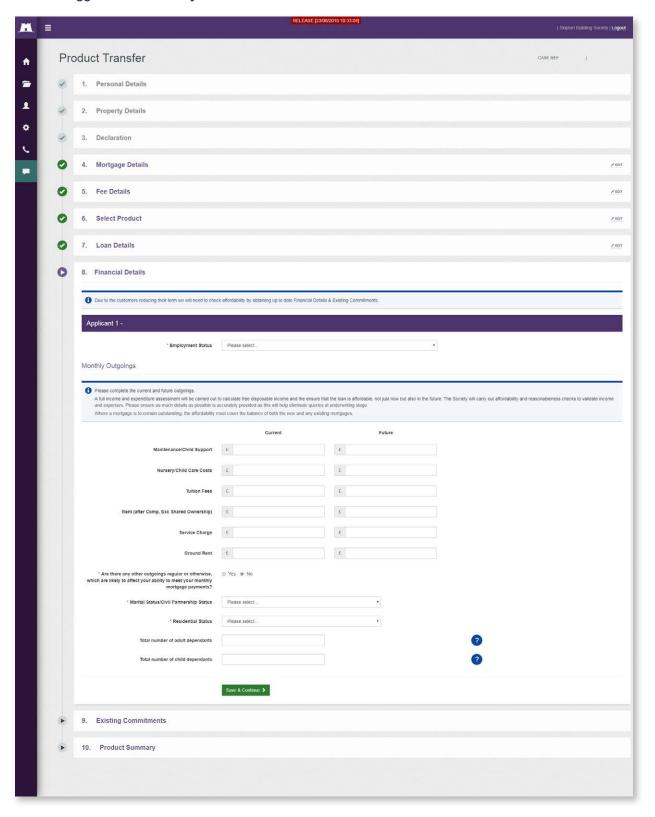
Step 6: Option to change term of mortgage

Have your client's information to hand to input if you are making:
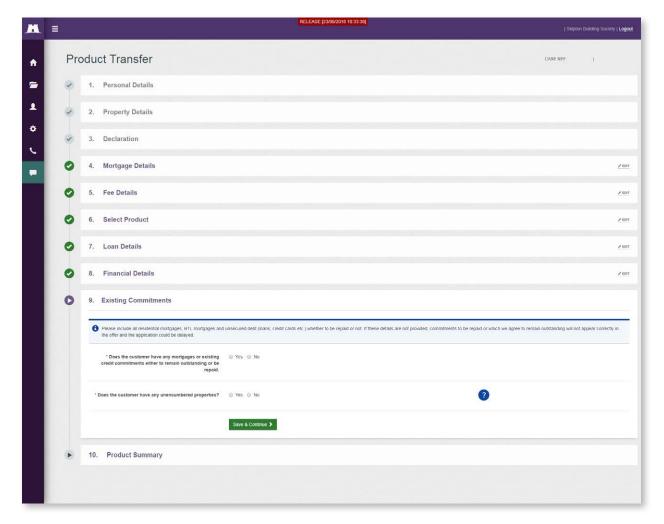
✓ **a change to the repayment type**

✓ **a decrease to the term**

✓ **an increase to the term into, or further into retirement (based on client's expected retirement age)**

✓ **any material changes in your client's circumstances i.e. any potential changes to their income and/ or expenditure.**

Please note when applicable you must inform your client that this will be an automated decision, as this will trigger an affordability check.

Step 6: Option to change term of mortgage

Product Transfer

CASE REF |

1. Personal Details
2. Property Details
3. Declaration
4. Mortgage Details — EDIT
5. Fee Details — EDIT
6. Select Product — EDIT
7. Loan Details — EDIT
8. Financial Details — EDIT
9. **Existing Commitments**

Please include all residential mortgages, BTL mortgages and unsecured debt (loans, credit cards etc.) whether to be repaid or not. If these details are not provided, commitments to be repaid or which we agree to remain outstanding will not appear correctly in the offer and the application could be delayed.

* Does the customer have any mortgages or existing credit commitments either to remain outstanding or be repaid.   ○ Yes   ○ No

* Does the customer have any unencumbered properties?   ○ Yes   ○ No

Save & Continue ›

10. Product Summary

Step 7: Submit the application

✓ **If your client has applied to transfer multiple accounts, they will all appear in the same Mortgage Illustration.**

✓ **Submit the transfer application.**

✓ **Print your client's Mortgage Illustration and Contract Variation Offer and go through them with your client.**
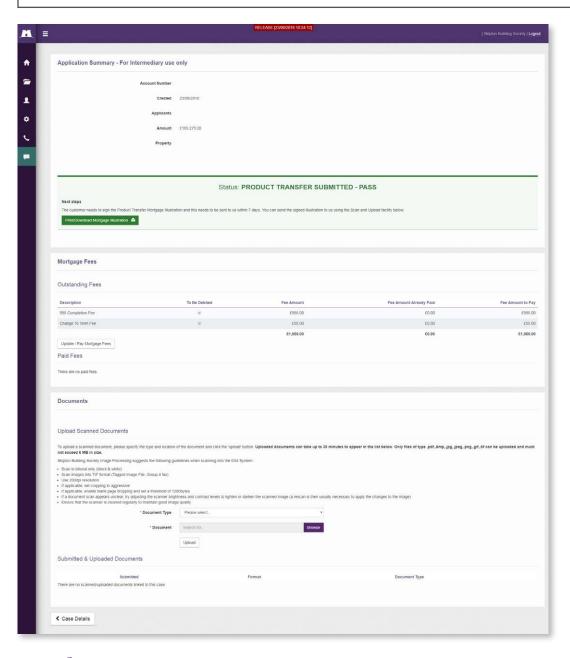

Important:

You will need to return the following form within seven days from the date of the offer to complete the transfer:

• Contract Variation Offer (client to sign).

You can send this to us using the scan and upload facility on eMortgages.

We'll send you an email reminder after five days. If we don't receive the fully signed documentation in time, we are unable to process the Product Transfer/Additional Borrowing (where requested).

Saved cases

To go back and view or edit a recent transfer, go to the 'latest cases' section on our eMortgages homepage. From there you'll be able to upload documents, start a new product transfer with the same client details or edit/submit a partially completed case.

Frequently Asked Questions

Q. Are clients who I didn't originally introduce to Skipton eligible to use this service?

A. Yes. Providing they meet the eligibility criteria.

Q. What consent will I need from my clients?

A. You'll need the current mortgage balance from your client. Maturing clients will have received this in a letter. Otherwise your client will have to request this. You'll also need to confirm during the transfer process on eMortgages that you have their consent. This is so we can release their information to you. We'll also contact your client to let them know you've started the transfer.

Q. I'm not able to proceed. What should I do?

A. If you tried to complete a transfer for your client and were unable to proceed, it may be due to the eligibility criteria on page 2 of this guide. For data protection reasons, your client will need to speak to us directly to find out why. The number for them to call is 0345 850 1755.

Q. Will the request secure the mortgage product?

A. Yes, either you or your client will need to return the Contract Variation Offer within seven days to complete the transfer. We'll send you an email reminder after five days. If we don't receive the documentation in time, you'll have to start again and the product might not be available.

Q. Where do I send the documents?

A. You can use the scan and upload function on eMortgages. Alternatively, you or your client can email them to us at contractvariation@skipton.co.uk, or send them to us in the post.

Skipton Building Society
Mortgage Service Centre
Principal Office
The Bailey
Skipton
North Yorkshire
BD23 1DN

Q. How will I know you've received the signed Contract Variation Offer?

A. We'll email you and contact your client to confirm receipt. eMortgages will also be updated to reflect the current status.

Q. When will the transfer take place?

A. This will take effect from the first day of the following month after maturity. We'll send a letter to your client two weeks before implementation to confirm their new mortgage payment. We'll also email you when the transfer has been implemented.

If there is no product maturity and your client is transferring from a product such as our Standard Variable Rate (SVR) or our Mortgage Variable Rate (MVR), then the transfer will take place from the first day of the next month.

Q. How will I see the products that are available?

A. You'll see them on your mortgage sourcing systems and our eMortgages system.

Q. Can I complete a transfer when there are more than two people named on the mortgage?

A. Yes, you can complete a product transfer when there are one to four people named on the mortgage on the eMortgages system.

Q. What action can I take if the application fails because of a contract variation but not the product transfer?

A. You can still proceed with the product transfer by submitting a new request.

Your client can be given the option of making regular overpayments, ensuring they adhere to any ERC limits. They will need to call our Broker Support team on 0345 601 6683 to arrange these.

Q. What valuation index is used? If my client doesn't agree, will you allow a revaluation?

A. Skipton Building Society uses the UK House Price Index as produced by the Office for National Statistics. If your client wants to have their property revalued, additional costs may apply and they'll need to call our Broker Support team on 0345 601 6683. The product transfer will not be able to proceed until the valuation has been agreed.

Q. If the LTV is over our product maximum, is there anything you can do?

A. Your client must meet the product criteria to be eligible to apply. If they want to discuss this, they can call our Broker Support team on 0345 601 6683.

Q. When will the procuration fee be paid?

A. You'll be notified by email once the transfer has been implemented. The fee will be paid within two weeks following the product transfer using our normal payment method.

Q. Which mortgage products are available on a product transfer?

A. Your client can choose from any mortgage product on our retention or remortgage range.

Q. Who should I contact if I have any additional questions?

A. Contact your Skipton Business Development Manager or our dedicated Broker Support team on 0345 601 6683.

Q. Is there any other fee?

A. Yes, there is a fee for a change of term alongside a product transfer – please check our **Tariff of Mortgage Charges** for up-to-date prices.

Q. You say affordability checks may happen? What triggers this?

A. Affordability checks may happen if:
- you're changing the repayment type
- you're decreasing the term
- you're increasing the term into, or further into retirement (based on your client's expected retirement age)
- there are any material changes in your client's circumstances, i.e. any potential changes to their income and/or expenditure.

Q. Do I have to prove the repayment strategy on an Interest Only loan?

A. You will declare on eMortgages that you have ensured that your client has a suitable repayment strategy in line with our criteria.

Q. Do I need to supply supporting documentation?

A. For most cases this will no longer be necessary on product transfers.

Visit **skipton-intermediaries.co.uk**

Get in touch your way

📞 **0345 601 6683**   ✉ **bdmsupport@skipton.co.uk**

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