

# YBS MORTGAGES IN AGENCIES

**AGENCY MORTGAGE ADVISERS**

Created by: Sales Policy

Version 2.0 October 2020



# Contents

- Introduction
- How to Register
- Application Standards
- Acceptable Business
- YBS Direct Application
- Portability - How to Apply
- Portability Guidance
- Submission checklist
- Next Steps
- FAQs
- Useful Contact Numbers
- Appendix 1



# Introduction

**YBS Mortgages in Agencies is a guide to follow when applying for a YBS brand mortgage on behalf of your client(s).**

## Purpose of the document

This document is to be used by Mortgage advisers within Agencies, who are registered to submit mortgage business directly with us.

You may be registered to submit business with us via Accord Residential and/or Accord Buy to Let, YBS direct or all. This guide will outline what type of mortgage business we can accept via the different brands and channels and is designed to provide you with support and guidance on what you need to do when submitting an application via the YBS brand directly.

Information on the Accord application process can be found [here](#).

We understand that, as an independent mortgage adviser, the strong relationships you build up with your clients and providing great customer service are extremely important. The ability to apply as an introducer and provide your own advice on the YBS products, is a service that is unique to you as a mortgage adviser within a YBS agency.

We therefore want to ensure that you have access to all the relevant guidance and support you may need when applying, to ensure a smooth application process and great experience for both you as the user and your client.

**You may also find the following useful to refer to:**

- [YBS Product Range](#)
- [YBS Mortgage Fees and Charges](#)
- [YBS Lending Criteria](#)



# How to Register

Separate registrations are required to submit business for YBS, Accord Residential and Accord Buy to Let. Where you are not currently registered for one area and you wish to do so, you can apply by completing the following:

## YBS

- Complete the e-form YBS 0909a which can be found [here](#) on our YBS Intranet site.
- Where you don't have access to the YBS Intranet/system yourself, please ask a colleague within the agency to access this for you or speak to your development manager.
- Once completed, send the form to:

Business Support Customer Division  
Based at Broadgate  
Yorkshire Drive  
Bradford  
BD5 8LJ

## Accord Residential

- Complete the online registration form on the Accord Residential website found [here](#).

## Accord Buy to Let

- Complete the online registration form on the Accord BTL website found [here](#).

## What you will need

You will need the following details to hand when registering with us:

- Some personal details for you
- Details of your business (including your Financial Services Register registration number)
- Your contact details

Once registered, we will send you an email with the steps to follow to access your online setup.

**N.B** - there is no requirement for you to choose only one area of business, you can apply to submit business to all.

Where you have multiple mortgage advisers within the agency, individual registrations are required. A maximum of 5 mortgage advisers per agency can be registered to submit mortgage business with us.



# Application Standards

Whilst we appreciate that as an experienced mortgage adviser you will have your own high standards of service, it is important the following principles and standards are followed when completing a YBS mortgage application for your client:

- Refer to our current lending criteria prior to submitting a case, to ensure we can process the mortgage application and meet your clients needs.
- Ensure the applicants details are accurately provided to us when inputting into the system.
- Set clear expectations with your client about the application process with us at YBS and inform them of any applicable next steps throughout.
- Provide any relevant information and/or documents which are to be supplied to the applicant(s) in a timely manner, ensuring they fully understand the content and are happy to proceed on the basis of the information given.
- Be open and honest with your client throughout the process, ensuring that they are aware commission will be paid to you, as the agency, on completion of their mortgage and the rate at which this will apply.
- Submit all required supporting documents together with the completed application form where possible. This will help to reduce the need for any potential follow-ups and prevent potential delays for the application to be assessed or a mortgage offer to be issued.
- Where you or your client wish to make a complaint regarding YBS, contact your dedicated underwriting team on **0345 1669 227** who will be able to raise this on your behalf.



# Acceptable Business

The table below outlines the different types of mortgage business that you as an agency mortgage adviser can process via the different brands and channels.

Application Type	YBS Direct (ybs.co.uk)	Accord (MSO Portal)
House Purchase	✓	✓
Remortgage	✓	✓
Account variations (additional lending, product transfer, transfer of equity)	X	✓
Lending Type		
First Time Buyers	✓	✓
Portability	✓	✓
Offset	✓	✓
New Build	✓	✓
Help to Buy	✓	✓
Interest Only	X	✓
Buy to Let	X	✓
Debt Consolidation	X	✓

**Please note**, all applications are subject to meeting our lending criteria and minimum/maximum loan amounts and Loan to Value (LTV) limits will apply depending on the type of application.

Where your client holds a YBS mortgage and wishes to complete an account variation or amendment to their account this can be processed, however they would need to contact us directly on **0345 1200 100**.

# YBS Direct Application

As a mortgage adviser within the agency, you will apply for the mortgage on behalf of your client. The following steps will guide you on how to process the application.

## Step 1 - Login

- Visit our website [ybs.co.uk](https://ybs.co.uk), select Login and input your agency log in details to enter the application landing page. This will allow you to select the agency you currently work within and record this as an introduced application.

### LOGIN

Username/Customer number

Please note, this is not your account number.

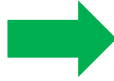
Customer numbers are 10 digits.

[Forgotten Username/Customer number?](#)

[Forgotten Password?](#)

Remember me

Continue



 YORKSHIRE  
BUILDING SOCIETY

### INTRODUCER MENU

#### Easy to use calculator

Quick estimate of how much an applicant(s) can borrow [Borrowing Calculator](#)

#### Create a New Application

Please select the Business Name linked to this application:

YBS AGENTS

New AIP / Application

#### Cases

No mortgage cases available

#### Security Set-up

Below is the link to change your security set-up.

Change Password


## Step 2 - Get a lending decision


- We will carry out a soft credit check at this point so it won't leave a permanent trace on your client's credit file. We refer to this as an 'Approval in Principle' (AIP)
- To complete the lending decision you will need:
  - Mortgage information such as loan purpose, loan amount, term etc.
  - Your clients personal details including contact details.
  - Their employment information.
  - Financial details - income, financial commitments and credit history.
- Our lending decisions last for **30 days**. Should this expire, a new lending decision will need to be re-done.
- An 'Accept' lending decision is subject to:
  - A satisfactory valuation of the property to be mortgaged.
  - The information provided remaining unchanged.
  - The information provided during the full mortgage application
- Where the lending decision is a 'Refer' the application will be reviewed by an underwriter and they will be in contact with you to confirm whether we are able to lend. Alternatively you can contact our dedicated underwriting team on **0345 1669 227** or email [direct\\_lending\\_admin@ybs.co.uk](mailto:direct_lending_admin@ybs.co.uk) and request to speak to Team 17 to discuss the case decision.


# YBS Direct Application


- Make a note of the application reference number as this will become the mortgage account number on completion and can be used to help track the case.

**Summary**  
Reference: 1605823880

 Decision approved!

 Borrow up to £134,700

 Decision expires 17th July 2020

 Your customer number: 6963621910  
You will need this to login in future.

## Step 3 - Complete the mortgage application

- Search the recommended mortgage product and click 'continue' to select it.

New mortgage  ID  Income  Landlord / Lender  Property  Direct debit  Submit  Fees

### Choose your mortgage deal

Showing 15 new deals - You only need to choose 1 Order by

Description	Product fee ⓘ	Monthly payment
<b>2 years Fixed - 65% LTV</b> 1.44% Fixed until 31/05/2022 4.25% Discount until 31/05/2025 Overall cost for comparison is N/A <a href="#">&gt; More details</a>	£1495	Pay fee upfront <b>£317.55</b> ✓ Add fee to loan ⓘ <b>£323.48</b> <span>Continue</span>
<b>2 years Fixed - 65% LTV</b> 1.51% Fixed until 31/05/2022 4.25% Discount until 31/05/2025 Overall cost for comparison is N/A <b>Free Valuation</b> <a href="#">&gt; More details</a>	£495	Pay fee upfront <b>£320.16</b> ✓ Add fee to loan ⓘ <b>£322.15</b> <span>Continue</span>

**Refine by**

**Initial rate period**

2 years  
 3 years  
 5 years  
 7 years  
 10 years  
 15 years

**Mortgage type**

Offset  
 Fixed

**Product fee**

Product fee  
 No product fee

- You can find out more information about the product and the features by clicking 'More Details' or the ⓘ sign.
- Make sure you have your clients details to hand including their payment details for the mortgage, details of applicable savings where offset is being recommended and identification document details.
- We will also request the details of the property being purchased/remortgaged.





# YBS Direct Application

## Additional Information

- Any additional supporting information which may be relevant to the application can be input prior to submitting.

### Additional information

Do you have any additional information you'd like to give that is relevant to this application?  
(optional)

Maximum 1000 characters.



**Save and Continue** Exit

- It is important that any further information to support the application or that has not been included throughout the application already is included here.

## Arrangement Fees

- Where you are charging your client an arrangement fee for the mortgage and/or for any insurance policies, we need to be made aware of this to ensure the applicable fees can be included within the mortgage illustration.

### Arrangement fees

Are you charging the applicant a fee for arranging this mortgage?

Yes  No

How much is the fee?

£

Will any of the fee be refunded if the mortgage does not complete?

Yes  No

Are you charging the applicant a fee for arranging any insurance policies?

Yes  No

How much is the fee?

£





# YBS Direct Application

## Mortgage Illustration

- Download the Mortgage Illustration and Key Points Explained Letter. It is important your client has had time to read the documents to ensure they are happy to proceed.

### Essential Documents

Before you can continue and submit your application, we need you to create a Mortgage Illustration and a Key Points Explained document.

#### What are these documents?

A Mortgage Illustration is a document that includes all of the important information about your chosen mortgage and helps to illustrate the costs involved. A Key Points Explained (KPE) document explains the key features and helps to demonstrate the effects they may have on you.

#### Why do I need them?

They can help you decide if a particular mortgage is right for you and your financial needs and circumstances. It is important therefore, that you take the time to read the documents together and consider the implications of taking out the mortgage.

Download your Mortgage Illustration

Download your KPE

Save and Continue

Exit



- If you or your client is not ready to submit the application, you can save the application and login at a later date to retrieve and submit it when you are ready. However, please remember that the lending decision is only valid for **30 days** and our mortgage products have limited availability and can be withdrawn at any time.

## Step 4 - Application Form

- Once all details have been input, you will need to print off the completed application form for your client(s) to check and sign.

### Where to send:

Direct Lending & Variations Team  
Yorkshire House  
Yorkshire Drive  
Bradford  
BD5 8LJ

- As all of our mortgage products have limited availability and can be withdrawn at any time, to secure the selected product we need to receive the signed and completed application form within **5 working days** from the date printed on the application form. If we receive this after the 5 day deadline and the product has been withdrawn, you will be required to provide re-advice and select another product from those available.



# Portability - How to Apply

Portability allows for an existing mortgage customer to move their current mortgage deal to another property.

As an agency mortgage adviser you can help your client with porting their existing YBS mortgage and this is recorded as a new business sale/introduction, however it cannot currently be done via the online portal. This is because the online portal cannot produce an illustration for a historic product (i.e. an existing product your client currently has that is no longer on sale)

To process a portability application the following steps need to be taken:

## Step 1 - View the YBS products (where applicable if top-up is required)

- You can view our current range of on sale products on our website [here](#)
- Where your client is looking to increase their total loan amount, any new funds would need to be on a 'House Purchase' product.

## Step 2 - Obtain a Mortgage Illustration

- To obtain a mortgage illustration, complete the Illustration request form (see appendix 1) and email this to [Variationskfi@accordmortgages.com](mailto:Variationskfi@accordmortgages.com).
- We'll then aim to send you the Mortgage Illustration within 24hours to your registered email address.
- It is really important the details are fully completed, as any incorrect or incomplete information could result in delays.
- Only where the request is urgent, you should contact your agency development manager, sending them the completed Illustration request form.

## Step 3 - Complete the application form

- Once you have received the mortgage illustration and this has been discussed with your client, download and complete the portability application form. This can be found [here](#) on our intranet or where specified, can be requested when sending in the mortgage illustration request form.
- Send the completed application form alongside any supporting documents to:  
Direct Lending & Variations Team  
Yorkshire House  
Yorkshire Drive  
Bradford  
BD5 8LJ



# Portability Guidance

A portability application will be assessed and processed in the same way as any other new lending application, however a new mortgage account number is created and the customer's details and product(s) are transferred. The ability to exercise portability is therefore subject to meeting our current new lending criteria and product limits.

## What additional changes can be made alongside the portability application when applying through YBS direct?

- The full outstanding balance can be transferred, or the loan amount can be reduced, all remaining on the same product.
- The total loan amount can be increased and where this is the case, the additional loan amount is opened on a new loan part and often referred to as a 'top up'.
- A Transfer of Equity can be completed, to add or remove a borrower. Where a borrower is being removed, the remaining borrower would need to meet affordability criteria as a sole applicant. Any new borrower being added would be treated as a new customer and also subject to new lending and affordability criteria.
- A change to the mortgage term can also be made when porting.

## Early Repayment Charges (ERCs)

Where your client redeems their mortgage prior to finding another property to purchase, they have a period of **12 months** to come back to us and take up their previous product. Early repayment charges will apply on redeeming the mortgage, however a refund on any ERCs will only be given if the new purchase is **within 6 months** of the mortgage being redeemed.

Where there are 2 parties named on the mortgage who are separating, they can both port 50% of the mortgage each and ERCs will be split 50%. Where they are happy to waiver their rights in relation to porting or if the borrowers wish for the split % to be changed, consent is required. This will be obtained by the underwriter allocated to the case by contacting the borrowers, however please make us aware when submitting the application should this be applicable.

**N.B.** ERC refunds can take around 3-5days to be returned to your client after completion. Therefore it is important they are aware that if those funds are needed to help complete the new purchase or for any other associated purchasing costs, they will need to find alternative funds to bridge that gap.

## Offset

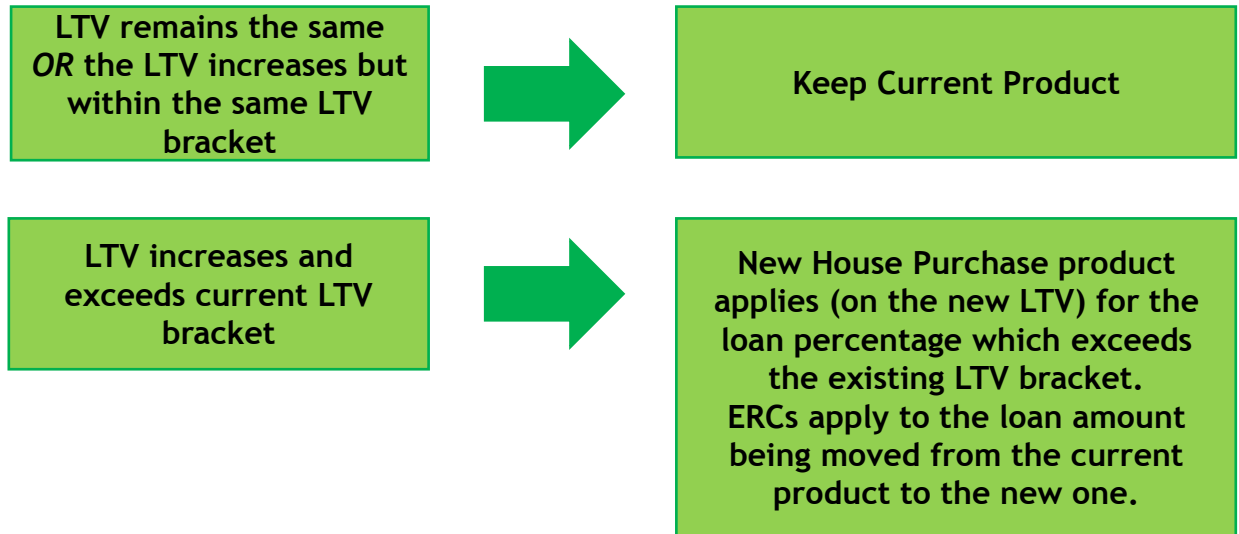
Where offset is appropriate, the mortgage cannot be split between offset and non-offset. For example, where your client has one part on offset and wishes to port, the top up amount must also be on an offset product.



# Portability Guidance

## Porting the same loan amount

If your client is looking to move property but doesn't require any further borrowing, the impact to their new Loan to Value (LTV) will determine what products they will be eligible for.



## Porting and reducing the loan amount

Where your client is looking to move property but reduce their loan amount, for example if downsizing, the product will remain the same although the LTV could potentially change.

ERCs will only be refunded on the amount borrowed for the new mortgage. For example, current loan amount £100k, new loan amount required £90k, no refund of ERCs are received on the £10k difference as this amount of the loan is being removed from their existing product.

Alternatively, your client could utilise their overpayment allowance (this must be done before a redemption statement is requested) and port like for like. Should they do this, the overpayment limit does not reset once the new mortgage completes and therefore any overpayment made before porting will be included in the allowed overpayment limit for that year.

## Porting and increasing the loan amount

The existing loan amount will remain on the current product and the additional loan amount will be eligible for a new product from the house purchase product range.

Where the additional loan amount does not meet the minimum loan requirements, the product selected must be a house purchase product with no incentives, i.e. no free valuation, remortgage legal service or cashback.



# Submission Checklist

Once the application has been submitted online, it is important you send any necessary documents as soon as possible to allow the underwriters to begin assessing the application and action any next steps.

The following documents will be required for all cases, however please note we may require additional documentation depending on the nature of the case and the underwriter who is allocated to the case will be in touch should this be needed.

Proof of Income	
Applicant(s) Employed	<ul style="list-style-type: none"><li>• Less than 75% LTV = Latest payslip with a recent corresponding bank statement.</li><li>• More than 75% LTV = Last 3 payslips with a bank statement showing the salary from the most recent payslip.</li></ul>
Applicant(s) Self Employed/Limited Company Director/Partnership/Limited Liability Partnership (LLP)	<ul style="list-style-type: none"><li>• Latest months personal bank statement</li><li>• Latest months business bank statement</li><li>• Accountants details. We will request an accounts reference to confirm the income.</li></ul>

Proof of Identity	
	<ul style="list-style-type: none"><li>• Copy of original Identification Document (such as Passport, Driving licence) for all applicant(s)</li><li>• Full list of acceptable Identification documents can be found <a href="#">here</a>.</li></ul>

**N.B.** This list is not exhaustive and further supporting documentation may be required.



# Next Steps

## Conveyancing

It is important before inputting your clients chosen solicitor or licensed conveyancer details, you check that they are on our panel of approved solicitors. You can use our [online panel checking tool](#) to do this or call our solicitors panel on **01733 372015**

If the solicitor is not on our panel your client will need to instruct another solicitor to proceed with us at YBS. Where this is not done in time your customers could incur unnecessary charges as the original solicitor may have already started their work.

Where you have recommended a re-mortgage product that offers the Remortgage Legal Service :

- The legal package will be provided by either Optima or LMS.
- Once the solicitors have been instructed, any customer queries regarding the legal service will be directed to Optima/LMS.

## E-Conveyancer

Where your clients have yet to find or want to compare solicitors you can introduce them to our [Conveyancing service](#) prior to or during the application.

E-Conveyancer is a service that provides a list of conveyancing quotes for a house purchase, sale, re-mortgage or transfer of equity.

Simply input a few basic client and property details to get a list of conveyancers ranked by cost and service record.

## Post-submission

Once the application has been submitted, a dedicated underwriter will be assigned to the case. If new information later comes to light, we may need to complete a credit check again and recalculate affordability. This could result in a case decision being altered.

The underwriter will then instruct the requested valuation and providing this is returned without any concerns or issues, the mortgage offer will be produced. A copy will be sent to you directly as the mortgage adviser and the chosen solicitor acting on the customers behalf.

The mortgage offer will expire after **90 days** or if it is cancelled by our underwriters due to inactivity (whichever is sooner). If this happens the application process would need to be restarted including any applicable fees.

**What do I do if I have forgotten my login details to the YBS online portal?**

To reset your login details, email [businesssupportcustomerdivision@ybs.co.uk](mailto:businesssupportcustomerdivision@ybs.co.uk) or if the request is urgent you can give them a call on **01274 801300**.

**Who do I contact if I require an update on a case I have submitted?**

The status of any recently submitted cases can be found after logging in to your introducer page via our website [ybs.co.uk](http://ybs.co.uk). If however you have a query on a case and wish to discuss this further, you can call your dedicated underwriting team on 0345 1669 227 and ask to speak to someone in team 17 who will be able to help you with any pre or post-submission updates.

**What if I am part way through the application and I am logged out unexpectedly, will the case information be lost?**

No, any information which has been input into the system will be automatically saved should you be logged out unexpectedly. Should this happen, return to the log in page, re-enter your details and the application will be saved under 'Cases' to allow you to continue.

**Who should I contact if I am having trouble submitting the application?**

For any pre or post-submission queries you can contact us on **0345 1669 227** and ask to speak to someone in your dedicated underwriting team 17 who will be able to assist with your query.

**Can I submit the application without all of the supporting documents if they have not yet been provided?**

Yes, if all documents have not yet been obtained by your client they can be submitted separately. However this may result in delays processing the application until all necessary documents have been received. It is also important when future documents are provided, the application reference number is quoted so we are aware which account this refers to.





# Useful Contact Numbers

Department	Reasons to call	Telephone number
Underwriting Service Delivery	All pre and post submission queries relating to criteria and affordability queries.	0345 1669 227  *Request to speak to someone in Team 17  <a href="mailto:direct_lending_admin@ybs.co.uk">direct_lending_admin@ybs.co.uk</a>  <b>*Mark for the attention of Team 17</b>
Solicitors Panel	To check if a solicitor is on our Panel / Panel queries	01733 372015
Mortgage Service	General queries in relation to the mortgage that doesn't require any mortgage advice e.g. payments, amending DD etc.	0345 166 9249



# Appendix 1

To obtain a portability mortgage illustration, copy and paste the below table on email to [Variationskfi@accordmortgages.com](mailto:Variationskfi@accordmortgages.com).

## Agency Mortgage Illustration Request (YBS only)

### Broker Details

Name	
Address	
Telephone number	
Email address	
Will a fee be charged? If so, how much	
Is the fee refundable?	Yes/No
Lending Partner	

### Customer Details

Account number	
Applicant 1 Full Name	
Applicant 2 Full Name	
If adding a <u>new</u> customer, please confirm	Title - DOB - Marital status - Nationality -

### Illustration Details

Loan amount	
Purchase price/valuation	
Term (years and months)	
Is the same term required for both parts (when porting)	Yes/No - if no please confirm the required term(s)
Repayment Method	
Product code and description (check still available first)	
Product fee added	Yes/No
Valuation type	
Portability app form needed	Yes/No