

Packaging a case - May 2024

A GUIDE TO PACKAGING A CASE

Hints and tips to help provide a more efficient service.

THE
MORTGAGE
LENDER
real life lending

Packaging a case

Top tips for a swift service and a fair decision, fast

Doing business with TML should be quick, clear and straightforward. We'll do our best to make it that way, and by following a few easy tips, you can help us help you.

The stuff we need, when we need it

To process your case and give you an answer ASAP, we need the right information and documents at the right time. Before you submit a case it can be useful to [check our submission checklist](#), located on our website.

Our underwriters review every single application, on a case-by-case basis. That means we can help in all kinds of unique or complex cases - including many that some other lenders might reject. But we do need the right documents to do our job.

The big five

Follow our list of five tips and your submissions should be on the right track for success.

1

When you progress a DIP to full application you'll be presented with a bespoke checklist of everything you need to upload at this stage. Follow that and you can't go wrong. Make sure you provide everything on the list, or your DIP can't progress into the underwriting queue.

2

Only give us what we've asked for. You might think you're being helpful by providing extra info, like additional bank statements, but it can slow things down.

3

Upload all your documents together. This might mean holding back until you've gathered everything you need, but it'll save time in the long run.

4

Give us a reason for anything we might query. Just leave a note on the portal to highlight anything relevant.

5

Give us a call. If you're uncertain about anything, you can always contact your local BDM or contact our sales hub.

HOW TO PROVIDE DOCU- MENTS

A

Bank statements - when do we need them?

Our checklist should make this clear, but we know other lenders do things differently. So just to make sure, here are a few key points:

- We need bank statements that cover the full period requested, for example 2 or 3 months, including all consecutive pages, no gaps - we will specify how many months are required.
- Statements should provide evidence of employment income where applicable
- Self-employed cases will require three months' business bank statements supporting income and turnover figures

B

Proof of deposit




One of the most common issues we see is where brokers say a deposit is from 'savings' when it's actually a 'gift'. This generates the wrong checklist items and asks you to provide the wrong documents - so it's important to get it right.

“We’re more than happy to accept gifted deposits from immediate family members – and we’ll consider gifts from other family members on a case-by-case basis.”



Proof of of a gifted deposit

If your client has received a deposit from a generous family member, we'll need:

-  **Proof of funds leaving the donor’s account and going into the buyer’s account (this is our preference, but we can still consider if the deposit is currently in the donor’s account)**
-  **A completed gifted deposit/equity declaration form to confirm the deposit is a non-refundable gift, and not a loan**
-  **Proof of the donor’s ID (we’ll attempt to identify the donor electronically, but if you provide ID it could speed things up)**

If the deposit comes from savings, we'll need a minimum one full month's bank statement evidencing the funds.

(However, if the level of savings doesn't fit with the applicant's income, or if there have been big credits into the account, we might need more evidence.)

THANKS

FOR READING THE GUIDE

We're always here to help

Hopefully, this friendly advice will help you submit mortgage applications to us with confidence. But if you've got any questions - whether about a specific case or in general - **you can always speak to your local BDM, or call our Hub on 0344 257 0418.** And don't forget that once you've submitted an application, you'll have direct access to your named underwriter.

Working with us should never be hard work.

Let's keep it straightforward - and get the fast, fair decisions we all want to see.

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