

FULL APPLICATION GUIDANCE

Mortgage Application Submission

1 PURPOSE OF FULL APPLICATION SUBMISSION

The purpose of the full mortgage application stage is to formally submit the client's mortgage request to the selected lender after completing the advice process.

At this stage the lender will carry out:

- full affordability assessment
- credit verification
- document checks
- property valuation

The full mortgage application is submitted after a successful **Decision in Principle (DIP)** and after all required documentation has been collected.

2 PRECONDITIONS BEFORE SUBMITTING A FULL APPLICATION

Before submitting a mortgage application advisers must ensure that the following steps have been completed.

Completed Fact Find

The full Fact Find must be completed in Pro System, including:

- personal details
- address history
- income information
- employment details
- credit commitments
- expenditure

Decision in Principle (DIP)

A valid DIP must normally be obtained before submitting the full application unless the lender does not require one.

The DIP result should be recorded in Pro System case notes.

Affordability Assessment

The adviser must confirm that the mortgage is affordable based on:

- income
- monthly commitments
- lender affordability criteria

Affordability calculators should be used where appropriate.

Lender Criteria Check

Before submission advisers must ensure the case meets the lender's criteria, including:

- loan to value limits
- property type acceptance
- income requirements
- credit profile

3 DOCUMENTATION REQUIRED FOR FULL APPLICATION

Advisers must collect and review all required documents before submitting the mortgage application.

Identity verification

- Passport or driving licence

Proof of address

- Utility bill
- Bank statement
- Council tax statement

Income – Employed

- Last 3 months payslips
- Latest P60

Income – Self-employed

- SA302 tax calculations
- Tax year overview
- Accountant reference (if required)

Bank statements

Typically 3 months showing salary payments, regular expenditure, and credit commitments.

Deposit evidence

- Savings account statements
- Gifted deposit letter
- Equity from property sale

The adviser must confirm the source of deposit.



4 RECORDING THE CASE IN PRO SYSTEM

All mortgage applications must be fully documented in **Pro System CRM**. The case record should include:

- client details
- fact find information
- DIP result
- recommended lender
- product details

Supporting documents should be uploaded to the case file. This ensures a complete compliance and audit trail.

5 SUBMITTING THE APPLICATION TO THE LENDER

Mortgage applications are typically submitted through lender intermediary portals. Examples include:

- Barclays Intermediary Portal
- HSBC Intermediary Portal
- Halifax Intermediary Online
- Nationwide Intermediary System

During submission advisers will enter:

- personal details
- employment information
- income details
- credit commitments
- property information
- deposit source

Accuracy at this stage is essential to prevent underwriting delays.

6 PRODUCT SELECTION

Advisers must select the appropriate mortgage product based on the client's needs and circumstances. Considerations include:

- interest rate type (fixed / tracker / variable)
- product term
- lender fees
- early repayment charges
- overall affordability

The recommended product must be suitable for the client's circumstances.

7 SUBMISSION CONFIRMATION

Once the application has been submitted, the lender will issue a submission confirmation. The adviser should:

- save the submission confirmation
- upload it to Pro System
- confirm submission to the client

Clients should be informed about the next steps in the process.

8 UNDERWRITING PROCESS

After submission the lender will begin underwriting. This may include:

- document verification
- credit checks
- affordability reassessment
- property valuation

The lender may request additional documents. Advisers must respond promptly to lender queries to avoid delays.

9 VALUATION STAGE

Most lenders will arrange a property valuation. The valuation confirms:

- the property value
- suitability of the property as mortgage security

Possible outcomes include:

Accepted

Down valuation

Additional survey



10 MORTGAGE OFFER

If underwriting is successful, the lender will issue a formal mortgage offer. The offer is usually sent to:

- the client
- the adviser
- the client's solicitor

Advisers should review the offer to ensure all details are correct.

11 COMMUNICATION WITH THE CLIENT

Throughout the application process advisers should maintain clear communication with the client. Clients should be informed about:

- submission confirmation
- lender document requests
- valuation progress
- expected timelines

Providing regular updates helps manage client expectations.

12 COMPLIANCE REMINDER

Advisers must ensure that:

- the recommendation is suitable for the client
- the mortgage is affordable
- all documentation is verified

All mortgage advice must comply with:

- FCA Mortgage Conduct of Business (MCOB) rules
- Impact Financial Services internal procedures

13 IMPACT ADVICE STANDARD

At Impact Financial Services, advisers are expected to follow a structured and professional mortgage advice process. Before submitting a full mortgage application advisers must ensure that:

- the case has been fully assessed
- the selected lender is suitable
- all documentation has been reviewed

A well-prepared application reduces underwriting delays and improves client outcomes.

DOCUMENT CONTROL

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