

SUBMISSION OVERVIEW

Mortgage Application Process

1 PURPOSE OF THE SUBMISSION PROCESS

The purpose of the mortgage submission process at Impact Financial Services is to ensure that every mortgage application:

- is suitable for the client
- meets lender criteria
- is fully documented
- complies with FCA Mortgage Conduct of Business (MCOB) rules

Following the correct submission process helps reduce:

- lender declines
- underwriting delays
- client dissatisfaction

All mortgage cases must be recorded and managed through Pro System CRM.

2 IMPACT MORTGAGE PROCESS OVERVIEW

The standard mortgage process used at Impact Financial Services is:

- 1 Client Enquiry
- 2 Fact Find
- 3 Affordability Assessment
- 4 Decision in Principle (DIP)
- 5 Property Offer
- 6 Full Mortgage Application Submission
- 7 Underwriting & Valuation
- 8 Mortgage Offer
- 9 Completion

The submission stage refers to the moment when the full mortgage application is submitted to the lender.

3 RECORDING THE CASE IN PRO SYSTEM

Before submitting any mortgage application, advisers must ensure the case is fully recorded in Pro System. This includes:

- client details
- address history
- income and employment details
- credit commitments
- property information
- mortgage requirements

The system must contain sufficient information to demonstrate the advice process and suitability of the recommendation.

4 REQUIRED DOCUMENTATION BEFORE SUBMISSION

Before submitting a full mortgage application, advisers must obtain and review the required documents.

Identity verification

- Passport
- Driving licence

Proof of address

- Utility bill
- Bank statement

Income – Employed

- Last 3 months payslips
- Latest P60

Income – Self-employed

- SA302
- Tax Year Overview
- Accountant reference (if required)

Bank statements

Usually 3 months showing income and expenditure.

Deposit evidence

- Savings statements
- Gifted deposit confirmation
- Property equity evidence (for remortgage)

5 SELECTING THE APPROPRIATE LENDER

The adviser must select a lender based on:

- affordability calculations
- lender criteria
- credit profile
- deposit level
- property type

Advisers should ensure the chosen lender is suitable for the client's circumstances. Where required, advisers should review lender criteria guides before submission.

6 SUBMITTING THE MORTGAGE APPLICATION

Once all documents have been collected and reviewed, the adviser may submit the mortgage application. This is typically completed through:

- lender intermediary portals
- mortgage submission platforms
- lender online application systems

During submission the adviser will provide:

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

Accuracy at this stage is critical to avoid underwriting delays.

7 AFTER SUBMISSION

After the mortgage application is submitted, the lender will begin the underwriting process. Typical steps include:

- 1 Document verification
- 2 Credit assessment
- 3 Affordability checks
- 4 Property valuation

The lender may request additional documents during this stage. Advisers should respond promptly to any lender requests.

8 VALUATION

Most lenders will arrange a property valuation after the application is submitted. The purpose of the valuation is to confirm:

- the property value
- the property's suitability as mortgage security

In some cases the lender may request:

- desktop valuation
- physical inspection
- additional survey

9 MORTGAGE OFFER

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

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

Advisers should review the offer carefully to ensure it matches the client's expectations.

10 COMPLETION

Once the legal process is completed by the solicitors, the lender will release the mortgage funds. This stage is referred to as completion.

After completion the adviser should:

- confirm the client is satisfied
- record completion details in Pro System
- provide any required aftercare support

11 COMPLIANCE REQUIREMENTS

Advisers must ensure that every mortgage case:

- follows the full advice process
- is suitable for the client's circumstances
- is documented in Pro System

All mortgage advice must comply with:

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

12 IMPACT ADVICE STANDARD

At Impact Financial Services, advisers are expected to maintain a high professional standard when submitting mortgage applications. This means:

- selecting the most suitable lender
- ensuring affordability has been properly assessed
- avoiding unnecessary credit searches
- providing clear advice to the client

A successful mortgage submission is the result of a structured advice process and careful preparation.

DOCUMENT CONTROL

Version: 1.0

Date: March 2026

Owner: Compliance