

Intermediaries and investment
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distribution

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Submitting a product transfer

Online mortgage transfer service user
guide.

Contents

This guide shows you how to submit a request to transfer your client's existing Santander residential or Buy to Let mortgage to a new deal. It takes you step by step through each of the screens you need to complete.

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-  Information that you'll need to know when completing the product transfer request.
-  Top tips for completing the product transfer request.
-  Important information that you must be aware of when completing the product transfer request.

Overview

01

Eligibility criteria

Eligible for our online service

Santander customers with a residential or Buy to Let mortgage, with an outstanding balance of £1,500 or more where any of the loans on their mortgage account are:

- within four months of their existing deal coming to an end; or
- on a product without an early repayment charge (excluding Flexible Offset mortgage); or
- on the Santander Standard Variable Rate (SVR); or
- on the Santander Follow-on Rate (FoR).

Note: we regularly review our eligibility criteria and may make changes in the future

Not eligible for our online service

The mortgage account will not be on the OMTS if:

- The remaining term on any loan part is less than 5 years and 6 months.
- The outstanding balance is less than £1,500 on any loan part.
- The mortgage is a Flexible Offset.
- The mortgage is residential and the interest only balance is over 50% LTV (according to Santander's property valuation). Buy to Let is not impacted by this IO rule.
- The mortgage is with **Alliance & Leicester**.

You should not use the OMTS if:

- Your customer wishes to make a change to their mortgage term, method of repayment or loan amount.
- Your customer is in the process of moving home or is thinking about moving home in the next six months.



If your client is not eligible to transfer online, your dedicated sales contact can provide you with indicative mortgage rates. If your client wishes to proceed with a new deal, they'll need to call us directly on **0800 092 3881**.

Submitting a transfer request – overview of process

1 Log on

- Once you've got your client's consent to log in on their behalf, enter their mortgage account number to confirm they're eligible to transfer online.
- If they are, you'll be asked to enter your client's date of birth, monthly mortgage payment (found on their latest mortgage statement or in Online Banking), and mortgaged property postcode.

2 Review mortgage

In this section you can:

- review all of your client's existing mortgage loans with us.
- identify which loans are eligible for transfer.
- select which loan(s) your client wishes to transfer.

3 Review deals

In this section you can:

- review the mortgage products available.
- obtain and print a quote.
- choose the mortgage product your client wishes to transfer to.

4 Submit request

- Enter the client fee (if applicable).
- Review the important information detailed on the 'Important information' and 'Your transfer summary' screens. Here it will confirm whether your client's KFI will be issued electronically or through the post, and the next steps.
- Submit request (only one request can be submitted). There's no commitment to transfer the mortgage until the client has confirmed their acceptance.

5 Paperwork

- You'll be able to print a copy of your client's KFI within Introducer Internet. Many are available the same day (excluding evening and weekend submissions).
- Your client will receive their Conversion Offer either electronically or by post. They'll have 14 days to review and confirm their acceptance

 For security reasons, you'll only have five attempts to correctly enter your client's credentials before you're locked out. To unlock your access you'll need to call our help desk on **0800 085 1339**. It can take up to 72 hours for the account to unlock.

Getting started

To submit a transfer request online you will need your client's permission to sign in using the following personal details:

- Mortgage account number
- Date of birth
- Monthly mortgage payment
- Property postcode



Mortgage account number can be found on your client's latest mortgage statement or in Online Banking.



If the client's **monthly mortgage payment** has recently changed (e.g. they have gone onto SVR), you should try entering the latest payment and then try the previous payment.



You will also need to confirm within Introducer Internet that you are providing your client with an advised level of service.



For security reasons, you'll only have five attempts to correctly enter your client's credentials before you're locked out. To unlock your access you'll need to call our help desk on **0800 085 1339**. It can take up to 72 hours for the account to unlock.

How to submit a
transfer request

02

How to submit a transfer request > Mortgage transfer service

You can access the Online Mortgage Transfer Service through Introducer Internet.

	Application	Key facts illustration	Mortgage transfer service	Tools	
<h3>Welcome back</h3>					
<p>Introducer Internet is our application system where you can submit new mortgage applications to us, track your applications, create KFIs and access our mortgage transfer service.</p>					
New application	Start a new application for a new residential or buy to let agreement in principle (aip) or full mortgage application (fma).				
My applications	Resume, amend or view applications in progress Residential - Investment Buy to let - Consumer Buy to let .				
Tracking	Access our Case tracking (MATS) to see applications submitted, upload documents or send a message. ↗				
My offers	You'll also be able to view or download your copy of the mortgage offer from My offers .				
KFIs	Start a new KFI or resume, amend or view KFIs in progress .				
Mortgage transfer service	Start a transfer helps you transfer your client's existing Santander mortgage to a new deal. Review transfer requests lets you track product transfer requests and print a copy of your client's Mortgage Offer.				
<p>For support using Introducer Internet see our help page.</p>					

Santander
for Intermediaries

Application Key facts illustration Mortgage transfer service Tools

You are in [Mortgage transfer service](#) > [New application](#) > [Start a transfer](#)

Mortgage transfer service

I confirm the following

I have my clients permission to:

- Sign in using their personal details
- Review the mortgage deals available to them
- Submit a product transfer request

If I submit a product transfer request I will provide my client with an advised level of service.

I Agree ▶

The screenshot shows the Santander Mortgage Transfer Service introduction screen. The top navigation bar is red with the Santander logo on the left and the text "Your details are secure" with a lock icon on the right. Below the navigation bar, a breadcrumb trail reads "You are in Mortgage Transfer Service > Screen 1 of 7 > Introduction". A left-hand menu contains several options: "Introduction" (highlighted in red), "Sign in", "Your current mortgage", "Your mortgage options", "Your mortgage quote", "Important information", and "Your transfer summary". The main content area is titled "Introduction" and contains the following sections:

- Getting started:**

To sign in securely we will ask for the following:

 - Date of birth
 - Monthly mortgage payment
 - Mortgaged property postcode
 - Mortgage account number - this is shown on your mortgage statement or in Online Banking
- You may be able to select a new deal online if you have Santander mortgage**

Any of the loans on your mortgage account must be:

 - Within 4 months of the existing deal coming to an end, or
 - On a mortgage product without an Early Repayment Charge, or
 - On our Standard Variable Rate (SVR)
- Also, you must not:**
 - Have less than 5 years and 6 months remaining on any of the loans on your mortgage
 - Have an outstanding balance of less than £1,500 on any of the loans on your mortgage
 - Have a Flexible Offset mortgage
 - Want to make any other change to your mortgage at the same time such as a capital repayment, a change to the mortgage term or borrow more money
 - Be in the process of moving home, or considering moving home within the next six months

A red-bordered box highlights the following text: "By clicking 'Accept and continue' you are confirming that your client is happy to proceed on this basis." Below this text is a red button labeled "Accept and continue". To the right of the main content area, there is a purple speech bubble icon with a house icon inside, containing the text "Need help? Just ask!". At the bottom of the page, a disclaimer reads: "YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE."



Confirm eligibility criteria with your client. By clicking on 'Accept and continue' you are confirming that your client is happy to proceed.

How to submit a transfer request > Sign In (part 1 of 2)

The screenshot shows the Santander website interface for the Mortgage Transfer Service. At the top, the Santander logo is on the left, and the text "Your details are secure" with a lock icon is on the right. Below the header, a breadcrumb trail reads "You are in Mortgage Transfer Service > Screen 2 of 7 > Sign in". A left-hand navigation menu includes "Introduction", "Sign in" (highlighted in red), "Your current mortgage", "Your mortgage options", "Your mortgage quote", "Important information", and "Your transfer summary". The main content area is titled "Sign in" and contains a form with the instruction: "Please complete the following so we can sign you in securely:". The form has a field for "Mortgage account number" with a red asterisk and a note: "You can find this on your mortgage statement or in Online Banking". Below the field are "Back" and "Continue" buttons. At the bottom of the page, a warning message states: "YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE." The footer contains links for "Products", "Help and support", "Santander", and "Santander sites".



The mortgage account number can be found on your client's latest mortgage statement or in Online Banking.



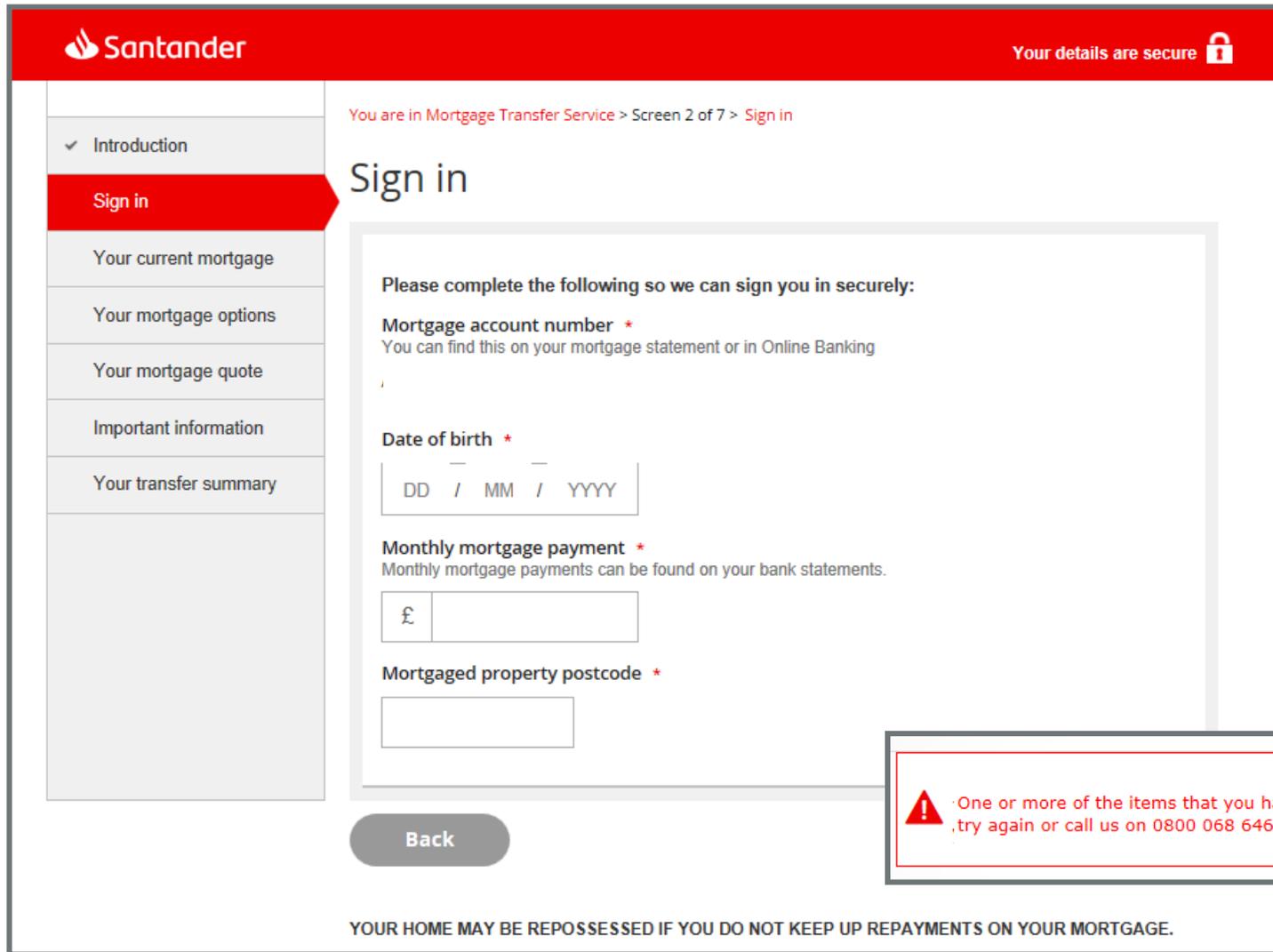
The majority of existing Santander customers who meet our eligibility criteria will have access to our Online Mortgage Transfer Service.

You may not be able to access the tool for some of your clients due to the complex or unique nature of their mortgage. If your client is not eligible, this message will be displayed.



The mortgage account number you have provided has not been recognised as eligible to use this online service. Please check your client's account number and try again. If you have entered the account number correctly, your client does not meet the eligibility criteria to use this online service.

How to submit a transfer request > Sign In (part 2 of 2)



Santander Your details are secure

You are in Mortgage Transfer Service > Screen 2 of 7 > Sign in

Sign in

Please complete the following so we can sign you in securely:

Mortgage account number *
You can find this on your mortgage statement or in Online Banking

Date of birth *
DD / MM / YYYY

Monthly mortgage payment *
Monthly mortgage payments can be found on your bank statements.

£

Mortgaged property postcode *

Back

! One or more of the items that you have entered does not match our records. Please check your details and try again or call us on 0800 068 6462.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.



You'll need to provide your clients date of birth (either applicant); monthly mortgage payment and property postcode.

If their monthly mortgage payment has recently changed (e.g. they've moved on to SVR), try entering the latest payment amount first, and then the previous payment.



The majority of existing Santander customers who meet our eligibility criteria will have access to our Online Mortgage Transfer Service.

You may not be able to access the tool for some of your clients due to the complex or unique nature of their mortgage. If your client is not eligible, this message will be displayed.

How to submit a transfer request > Your current mortgage

✓ Introduction

✓ Sign in

Your current mortgage

Your mortgage options

Your mortgage quote

Important information

Your transfer summary

You are in Mortgage Transfer Service > Screen 3 of 7 > Your current mortgage

Your current mortgage

All details correct as at 09 May 2018

Total mortgage balance
£56,333.82

Monthly mortgage payment
£494.39

Overall remaining term
10 years 3 months

Your current mortgage details

Please select the individual loans that you would like to transfer to a new deal: *

Loan	Outstanding balance	Monthly payment	Remaining term	Current interest rate	Repayment method	Eligible to transfer	Include in transfer
1	£56,333.82	£494.39	10 years 3 months	1.50%	Capital & Interest	Yes	<input type="checkbox"/>

On the next page we'll show all the mortgage options we have available for you. Which type of mortgages would you like to see first? *

Fixed rate – monthly payments are fixed for an initial period

Tracker rate – monthly payments will increase or decrease in line with the Bank of England Base Rate for an initial period

Back Continue



Tick the “Include in transfer” box for each loan part your client would like to review.



You can sort the available products to display by either fixed rate or tracker rate options first.

How to submit a transfer request > Your mortgage options

Santander Your details are secure

You are in Mortgage Transfer Service > Screen 4 of 7 > Your mortgage options

Your mortgage options

All details correct as at 09 May 2018

Total mortgage balance
£56,333.82

Monthly mortgage payment
£494.39

Overall remaining term
10 years 3 months

Detailed below are the mortgage options we have available. These are the same as you would receive if you were to call us.

Your fixed rate options are:

Term	Initial rate	Base rate differential	Monthly cost	Product fee	
2 Year	1.89%	n/a	£504.15	£999.00	More info
2 Year	1.99%	n/a	£508.67	£0.00	More info
5 Year	2.29%	n/a	£514.29	£999.00	More info
5 Year	2.39%	n/a	£518.84	£0.00	More info
3 Year	2.39%	n/a	£518.84	£0.00	More info
7 Year	2.79%	n/a	£527.13	£0.00	More info

Your tracker rate options are:

Term	Initial rate	Base rate differential	Monthly cost	Product fee	
2 Year	1.59%	+1.09%	£498.64	£999.00	More info
Lifetime	2.99%	+2.49%	£532.33	£999.00	More info
Lifetime	3.75%	+3.25%	£552.35	£0.00	More info

All rates are subject to availability and may be withdrawn at any time.

[Back](#)



Click on the “More info” button to see the indicative cost for each loan part selected.

How to submit a transfer request > Your mortgage quote

Santander Your details are secure

You are in Mortgage Transfer Service > Screen 5 of 7 > Your mortgage quote

Your mortgage quote

This quotation is for illustrative purposes only. If you decide to proceed the mortgage product transfer offer will be based on the most up to date information we have available, and will also include your APRC for comparison purposes. The product transfer offer should be read in full before making a final decision.

You have selected a **Fixed Rate mortgage**

Initial rate
1.89%

Initial rate period ends on
02/09/2020

Then changing to Santander's Follow-on Rate (currently)
3.75%

Product fee ?
£600.00

Pay product fee * ?
Please select how the fee is to be paid

Early repayment charge ?
3.00%

Outstanding mortgage balance
£56,333.82

Remaining term
10 years 3 months

Total monthly mortgage payment
£504.15

Print quote

If you believe the new monthly mortgage payment is affordable please click on the 'Continue' button.

The next page will explain the next steps and ask you to confirm the request.

Please check, before proceeding, that the mortgage rate you have chosen does not exceed the remaining term of your mortgage.

Please print this page for your records.
This will be your only opportunity to do so as the details are not saved once you 'Continue'.
You will be able to print a copy of the customer mortgage product transfer offer from Introducing Internet within 72 hours of selecting this deal.



Print this page for your records.

This will be the only opportunity to do so as the details are not saved once you press "Continue".



If you want a quote on another deal, click "Back" and choose an alternative product.

How to submit a transfer request > Important information (part 1 of 2)

Santander Your details are secure

You are in Mortgage Transfer Service > Screen 6 of 7 > Important information

Important information

Important Client information:

- You (on behalf of your client) will only be able to submit a request for a new mortgage deal online once in any 24 hour period.
- If your client decides to go ahead with this transfer request they will have 14 days to review and confirm their acceptance.
- If your client accepts a new deal with a rate that's the same or lower than their current rate, or they're on our Standard Variable Rate or a Lifetime Tracker product we'll transfer them to their new deal straight away. If necessary, we'll arrange for any early repayment charges to be waived.
- If your client accepts a new deal with a rate that's higher than their current rate, their new rate will start when their current deal ends. If they're on a short term tracker their new rate will start when their current deal ends, or the day before the completion deadline of the new product whichever is first. The completion deadline date will be detailed in the mortgage product transfer offer.
- Once your client has confirmed their acceptance they won't be able to cancel the transfer or choose a different deal. Also, they won't be able to make any other changes to their mortgage account until the new deal has started.

Is the applicant paying any fee to you to arrange the mortgage? *

Do you wish your procurement fee to be paid through a mortgage club? *

Please tick 'Yes' and choose a mortgage club if you don't have a direct payment agreement (through a network / company).
Tick 'No' if Santander has a direct payment agreement with your network / company.

I confirm I have provided my client with an advised level of service.

I can confirm that my client is happy to proceed based on the above Important Information.



The 'Important information' explains details about the product transfer and when the new rate will start. It's important that you cover this with your client:

- If your client is on SVR, FoR or a lifetime tracker they will be transferred to the new deal straight away.
- If your client is on a product with an ERC and the new rate selected is the same or lower, the ERC will be waived and the new deal will start straight away.
- If your client is on an ERC free short term tracker and the new rate selected is the same or lower, the new deal will start straight away.
- If your client is on a product with an ERC and the new rate selected is higher, the new deal will start once their current deal ends.
- If your client is on an ERC free short term tracker and the new rate is higher, the new deal will start either when the current deal ends, or the day before the completion deadline of the new product (whichever is sooner).



If you're charging your client a fee for arranging this product transfer, please enter the amount in this section.

You must confirm you've provided an 'advised level of service' and that your client is happy to proceed based on the important information that's displayed above.

How to submit a transfer request > Important information (part 2 of 2)

Keeping you updated

Please provide us with the following information so that we can keep you up to date with the progress of your mortgage by text message and email.

Client's mobile phone number

Client's home phone number

Client's email address *

Confirm client's email address *

Intermediary email address *

Confirm intermediary email address *

We will use this information to contact you about your mortgage transfer.

[Back](#) [Confirm](#)



You must provide your client's email address so that we can email their product transfer paperwork. Without this the transfer cannot progress.

We'll only use your client's email address to send details about their product transfer.

Enter your email address so we can keep you up to date at each stage of the process.

How to submit a transfer request > Your transfer summary

Your details are secure

You are in Mortgage Transfer Service > Screen 7 of 7 > Your transfer summary

Your transfer summary

Your unique transfer reference number is 245120

What happens next:

- We'll email your client within the next working day to let them know when their documents are ready to review and accept online. If they haven't received an email by the end of the next working day please call 0800 068 6462.
- Please ask your client to carefully review all of the information in their mortgage product transfer offer to ensure they're happy with their new mortgage product. They'll have 14 days from the date of the email notification to confirm their acceptance.
- The product transfer offer will be based on the most up to date information we hold on their mortgage, and therefore may be slightly different to the quote you have discussed with them. We suggest they print or download their offer for their records as we don't send it separately by post. They can view and print it as many times as they want before the deadline.
- Updates on the progress of the case will be sent to you and your client.
- Once your client has confirmed their acceptance, you will both receive an email confirming the date the new deal starts.
- You are able to view and track this transfer request using the 'Review transfer requests' screen within Introducer Internet. You are also able to print a copy of the customer product transfer offer for product transfers that you have requested. This will be available by the end of the next working day once the transfer request is submitted.

You have selected a Fixed Rate mortgage

Initial rate
1.99%

Initial rate period ends on
02/10/2020

Then changing to Santander's Follow-on Rate (currently)
3.75%

Product fee
£0.00

Early repayment charge
3.00%

Outstanding mortgage balance
£56,333.82

Remaining term
10 years 3 months

Total monthly mortgage payment
£506.67

Finish



The “What happens next” section explains how your clients offer will be issued (electronically or through the post) and the required next steps.

It's important that you cover this information with your client.



Clicking “Finish” will close the application and return you to the “Introduction” screen

Where to get
more help?

03

Where can you get more help?

Visit our Santander for Intermediaries website > Products and criteria > Product transfers



Speak to your dedicated contact. Enter your Introducer Internet code into the dedicated contact search on our homepage to find their details.



Call our Retention Support Specialists on 0800 032 7865.



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