

Intermediaries and investment
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How to create a mortgage illustration for existing customers moving home

Contents

In this guide, we'll cover the key screens on Introducer Internet for creating a mortgage illustration for existing Santander mortgage customers moving home. Throughout this guide, we'll use the following example:

- Purchase price: £300,000
- Mortgage: £150,000 (£100,000 porting loan amount and £50,000 top-up)
- Deposit: £150,000

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

Before starting the
mortgage
illustration

01

Before starting the mortgage illustration for existing Santander mortgage customers moving home

1. Visit our website – we have a dedicated page on existing Santander mortgage customers moving home that includes detailed criteria for loyal mover applications.
2. Check how much your client could borrow by completing our affordability calculator.

Existing Santander mortgage customers moving home

If your client already has a Santander mortgage, there are a couple of options available to them when they're moving home.

We pay a procurement fee on the full loan amount, whether your clients are porting an existing product or choosing a new product (some exclusions may apply).

Useful links

- > Lending criteria
- > Interest rates

Useful downloads

 Does your client want to port their existing mortgage?
File size: 24KB

Port an existing product

Choose a new product

Porting is when an existing Santander mortgage customer moves home and transfers their mortgage product for the remainder of its term. Most of our products are portable.

Key criteria

- Products can only be ported when it's for the purchase of a property. It's not possible to port a product to a property that's owned mortgage-free or is being remortgaged.
- Porting applications are always subject to the conditions for transferring the loan to a new mortgage in the customer's Mortgage Terms and Conditions.
- The applicants and the property must meet our current lending policy and we'll do a full credit assessment.
- If we don't agree to the new mortgage, the applicants will not be able to port their mortgage product and they'll be required to pay any applicable early repayment charge (ERC) if they subsequently redeem their mortgage.
- If your client is looking to borrow less than their current balance, we'll charge an ERC on the amount they don't port. So if their current balance is £100,000 and the new mortgage will be £90,000, we'll charge an ERC on the difference of £10,000.
- When borrowing more, top up borrowing can be taken from the **new business range**.
- A valuation fee will be payable unless the applicants are borrowing more and topping up with a new business product which comes with a free standard valuation.

To port your client's mortgage, you'll need to know the existing loan amount, product code and loan term. To avoid delays, this information needs to be as accurate as possible. Your client can get this information by contacting Santander Mortgage Operations on 0800 917 5630. When they call, they'll be asked to provide their mortgage account number (shown on their Annual Mortgage Statement) and confirm their identity.

For more information on our porting policy or if there's a specific case you'd like to discuss, please speak to your **dedicated contact**.

Redemption and completion on the same day (simultaneous)	+
Redemption and completion on different days (non-simultaneous)	+
Interest only	+
Flexible Offset	+
Alliance & Leicester Standard Variable Rate (SVR)	+
Alliance & Leicester Lifetime and Flexible products	+



View our 'Does your client want to port their existing mortgage?' useful download before starting the mortgage illustration. This has useful guidance on the product to be selected depending on the amount your client is borrowing, the remaining term and whether an ERC applies.

Introducer Internet –
mortgage illustration

02

Mortgage illustration > Loan details

Once you've entered the customer details, you can provide details of the loan your applicant requires.

Santander
for Intermediaries

Application Mortgage illustration Mortgage transfer service Tools

Mortgage illustration You are in Mortgage illustration > Loan details

Loan details

Loan amount (excluding flexi available funds) • ?
£ 150,000

Purchase price/valuation • ?
£ 300,000

Is this a flexible mortgage • ?
 Yes No

Application type •
Residential

Please select a customer type • ?
Loyal Mover

Porting product? • ?
 Yes No

Porting amount •
£ 100,000

Do any applicants receive income in a foreign currency? •
 Yes No

Back Continue



Make sure you select 'Loyal Mover' from the drop down menu for customer type and select 'Yes' to porting product?



You'll need to know your clients outstanding mortgage balance before starting the mortgage illustration. Your client can get this information by contacting Santander Mortgage Operations on 0800 917 5630.

Mortgage illustration > Product details

In this section you can provide the ported loan details.

Santander
For Intermediaries

Application Mortgage Illustration Mortgage transfer service Tools

Mortgage Illustration

You are in Mortgage Illustration > Product details

Product details

Total amount you wish to borrow
£ 150,000

Porting amount
£ 100,000

Ported loan details

Please ensure that the product code and all loan details are entered correctly to ensure that an accurate mortgage illustration is produced. ?

Loan Part 1

Loan Amount +	Product +	Start Date +
£ 100,000		1 / 8 / 2015
Repayment Type +	Loan Term +	
Repayment	15 - 0	

Total allocated £ 100,000



You'll need to know the product code for the ported product, start date, repayment type and loan term.



New help text has been added. Select the ? To learn more.



If your client is porting a flexi product speak to your dedicated contact first who will explain which product to choose. Enter your Introducer Internet code into the dedicated contact search on our contact us page to find their details.

Please confirm the details of the loan parts that will be ported. You'll need to know the product code for the ported product. Your client can get this information by contacting Santander Mortgage Operations on 0800 917 5630

Mortgage illustration > Product details

If your client is borrowing more, you can enter the top up or new product details once you've entered the ported loan details.

Repayment details

Please ensure that the product code and all loan details are entered correctly to ensure that an accurate mortgage illustration is produced.

To view our latest product information [click here](#)

Loan Part 1	Loan Amount +	Product +	Product fee
	£ 50,000	 H2HRC	£ 0
	Repayment Type +	Loan Term +	
	Repayment 	15	- 0

Total allocated £ 50,000



You can view our latest product information and use the look up tool for the new or top-up product.



Once you've completed the product details you'll need to complete the valuation and introducer details pages and then create and download the mortgage illustration.

Where to get
more help?

04

Where can you get more help?

Visit our Santander for Intermediaries website > Products and criteria > Existing mortgage customers > Moving home for more information on loyal mover applications.



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



Call our Introducer Internet help desk if you need technical support on 0800 085 1198.



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