

# Making it easier to do business with Halifax Intermediaries

**Hints and tips to help you out**

FOR THE USE OF MORTGAGE INTERMEDIARIES  
AND OTHER PROFESSIONALS ONLY.



# Making it easier to do business – hints & tips for keying income

Verifying your client's income is a key part of our application process and helps ensure applications can be worked out accurately. Below are descriptions of the income types that can be used at each stage of the process.

The following information is intended to give a high level indication of our income requirements. For a detailed explanation of our income policy and criteria please visit [www.halifax-intermediaries.co.uk](http://www.halifax-intermediaries.co.uk)

Income Type – system field	Income verification	Reasons for possible delay
<p><b>PAYE</b> <b>Gross basic salary</b></p> <p>Key applicants basic salary before tax which may include:</p> <ul style="list-style-type: none"> <li>• Permanent contracts with probationary period</li> <li>• Fixed term &amp; short term contracts.</li> </ul>	<p>Latest payslip.</p>	<ul style="list-style-type: none"> <li>• Payslip received is not the latest.</li> <li>• Basic income keyed included other elements of pay, e.g. car allowance.</li> <li>• Poor quality documents e.g. photocopy.</li> <li>• Payslip does not show employer's name</li> </ul>
<p><b>Self-employed income after tax – keyed as net profit</b></p> <ul style="list-style-type: none"> <li>• 25% or greater share holding – key income as self employed.</li> <li>• Sole trader – key income as net profit.</li> <li>• Partnership/LLP – key the percentage of profits received as net profit.</li> <li>• Ltd Company – key total of salary plus dividends received as net profit.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 years online or original SA302 (preferred), when supported by the relevant Tax Year overviews which must be obtained in all cases.</li> <li>• 2 years finalised Accounts.</li> </ul>	<ul style="list-style-type: none"> <li>• Dividends exceed net profit.</li> <li>• Accounts not finalised.</li> <li>• Missing information – if gross profit, assets or liabilities are not available or cannot be evidenced, please enter a '0'.</li> </ul> <p>If applicant has an unencumbered BTL, registered to them personally and not a company as a professional landlord, key rental income received as a self employed income with the net profit figures reflecting the income declared for tax purposes.</p>
<p><b>Annual Regular/Guaranteed commission</b></p> <p>Commission is a regular payment as a result of sales activity for example.</p>	<p><b>Received monthly:</b> 3 payslips supported by YTD figure.</p>	<ul style="list-style-type: none"> <li>• Income from commission is not supported by the 3 payslips showing sustainability of this income type.</li> </ul>
<p><b>Annual guaranteed cash bonus</b></p> <p>Typically paid monthly, quarterly, half yearly or annually.</p>	<p><b>Received Yearly/Half Yearly/Quarterly:</b> payslips showing the bonus paid for the last twelve months.</p>	<ul style="list-style-type: none"> <li>• Payslips provided do not show bonus paid or frequency.</li> </ul>
<p><b>Annual regular overtime</b></p> <p>Total amount of Overtime regularly earned throughout the year.</p>	<p><b>Received monthly:</b> 3 months payslips supported by YTD figure.</p>	<ul style="list-style-type: none"> <li>• Payslips provided do not show overtime payments.</li> </ul>
<p><b>Other income</b></p> <p>There are a number of income types we will accept within our lending policy as 'Other income'.</p> <p>These must be detailed separately and can include items such as town or car allowances and income derived from pensions.</p>	<p>Dependent on income type – please refer to the mortgage lending criteria on our website <a href="http://halifax-intermediaries.co.uk">halifax-intermediaries.co.uk</a></p>	<ul style="list-style-type: none"> <li>• Income received from 'Other' income sources is included in Gross Basic Salary field, e.g. car / area allowance keyed within salary.</li> </ul>

# Making it easier to do business – hints & tips for client identification & application keying

Where possible, we try to use electronic identification and verification techniques, but it's not always possible and occasionally manual verification is required. We know that queries that crop up from client's identification can delay a mortgage application. Here's a helpful reminder of requirements and the checks completed, so we can keep delays to a minimum.

Reason for possible delay	Requirements/checks completed
<b>Keying errors</b>	<ul style="list-style-type: none"> <li>• Document numbers are consistent with type i.e. driving licence number, passport number.</li> <li>• Name, address, DOB details keyed match details on documents.</li> <li>• Sort code and account number are keyed for bank statements.</li> </ul>
<b>Certification</b>	<p>How to certify a document.</p> <ul style="list-style-type: none"> <li>• Name of the certifier.</li> <li>• Signature of the certifier.</li> <li>• Date of certification, which must not be older than 3 months at the time of application.</li> <li>• Written confirmation from the certifier stating "I hereby certify that this is a true and correct copy of the original document as sighted by me".</li> </ul>
<b>Photocopies</b>	<ul style="list-style-type: none"> <li>• Copy to be legible when scanned.</li> <li>• Copy to include name, address, date of issue, reference number.</li> </ul>
<b>Document used for more than one client</b>	<ul style="list-style-type: none"> <li>• Each document must only be used once during the client identification process. For example, with a joint application, separate address documents are required for each client, i.e. a bank statement can only be used for one client and an additional address document will be required for the second customer.</li> </ul>
<b>Documents in maiden name</b>	<ul style="list-style-type: none"> <li>• Copy of marriage certificate required to complete audit trail.</li> </ul>
<b>Mobile phone bill</b>	<ul style="list-style-type: none"> <li>• This is not approved acceptable documents for address verification.</li> <li>• Must be a landline.</li> </ul>
<b>Face-to-face or non-face to-face</b>	<ul style="list-style-type: none"> <li>• If any of the clients have not been seen face to face this must be entered correctly on the system.</li> </ul>
<b>Direct debits</b>	<p>Accurately recording bank account details when an application is submitted can assist <b>us</b> in identifying <b>your</b> client. It will also ensure <b>your</b> client won't need to correct their direct debit (DD) details at a later stage.</p> <ul style="list-style-type: none"> <li>• Ensure the DD details are correct.</li> <li>• Ask the client for their preferred payment date.</li> <li>• Manage clients' expectations by letting them know that the date of their first DD will be driven by their completion date and cannot be changed.</li> </ul>

# It's easy to get in touch



**Contact your local Business  
Development Manager for  
more information**



**[halifax-intermediaries.co.uk](http://halifax-intermediaries.co.uk)**

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