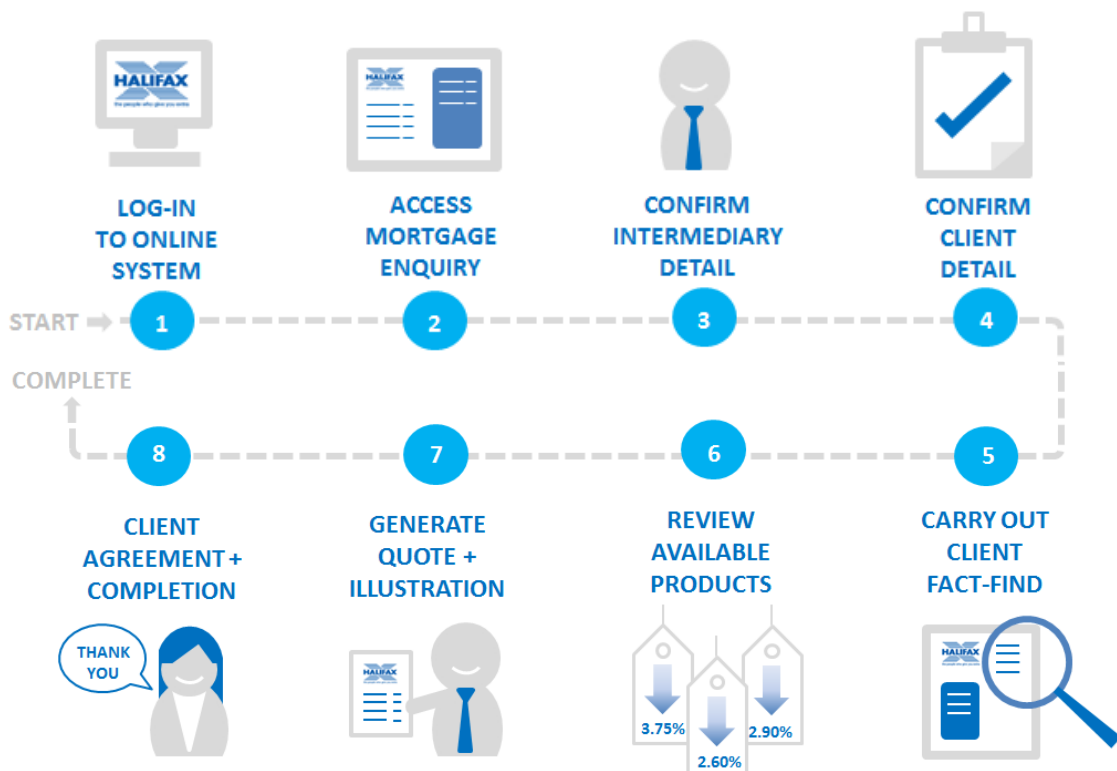


8-STEPS TO OUR ONLINE PRODUCT TRANSFER PROCESS



1 Log in to Halifax Intermediaries Online and select either 'Create Product Transfer' or 'Mortgage Enquiry' from the Welcome screen

2 All product transfer applications must begin with **Mortgage Enquiry** to ensure you have the most up-to-date client mortgage information

3 Within Mortgage Enquiry, select 'Create Product Transfer' to begin. You will be asked to confirm your contact details and payment route

4 Next you will see the client's personal details pre-populated into the application, these will be read-only and taken from Mortgage Enquiry

5 You will then be asked up to **5 client fact-find questions** to determine the client's needs and circumstances

6 For applications on a repayment mortgage where the client does not wish to make any changes to the term or repayment type, the next stage of the process will be **product selection**

7 Once a product has been chosen, quotes and **illustrations can be generated**, printed and shared with the client

8 If the client has decided on the chosen product you can **complete the application immediately**. A copy of the Offer will be made available to you immediately in the online document store

HELPFUL TIPS

- You can create an illustration for your client with **NO OBLIGATION** to complete the application. Once you have produced the illustration you can simply return to the 'Welcome' screen without proceeding the product transfer application any further
- **REMEMBER** – if you do not immediately complete the product transfer after producing an illustration, you will not be able to resume the application when the client is ready to proceed from illustration to completion, you will need to key the application as a new product transfer. Only one application per client can be in progress on our system at any one time, so the first application you keyed will need to be **CANCELLED** before you can re-key the application for your client
- Applications can be cancelled instantly by selecting the 'Cancel' button next to the application roll number on the 'Home' screen under 'My Applications'

CLIENT ELIGIBILITY

At the start of the online product transfer process, upon creation of a new application an automated eligibility check will be carried out to ensure your client qualifies for a product transfer.

If for any reason your client does not pass the eligibility check, a message will be displayed on screen to explain the reason the check has not been passed and the action that can be taken by you and/or your client.

CLIENT BUDGET ASSESSMENT AND FULL AFFORDABILITY

For some applications you will not be able to immediately produce an illustration or complete the application online.

For interest only mortgages, applications where the client wishes to make a change to the term or repayment type, or where the client wishes to request a property appraisal, you will not be able to instantly produce an illustration, however the illustration will be generated in the Document Store within Halifax Intermediaries Online as soon as it is available.

3 MONTH ERC WAIVER POLICY

Your clients are eligible for an early repayment charge (ERC) waiver 3 months prior to the existing product end date, which includes the month the existing product ends.

As an example, if the client's existing product end date is 30th September, a product transfer application can be keyed from 1st July.

When a product transfer is keyed and completed within the last 3 months we will waive any ERCs that apply to the mortgage.

EXISTING PRODUCT END DATE:	PRODUCT TRANSFER CAN BE KEYED FROM:
31 ST AUG	1 ST JUN
30 TH SEPT	1 ST JUL
31 ST OCT	1 ST AUG
30 TH NOV	1 ST SEPT
31 ST DEC	1 ST OCT

FURTHER INFORMATION

For further help and support please contact your local Business Development Manager or contact the Intermediary Service Support Helpdesk.

Alternatively, visit our intermediary website www.halifax-intermediaries.co.uk.