

KEYING HINTS & TIPS FOR BM SOLUTIONS ONLINE

For the use of mortgage intermediaries and other professionals only

bmsolutions.co.uk

BM SOLUTIONS
FROM BIRMINGHAM MIDSHIRES

CONTENTS

Overview	3
Application Types	4
Applicants Address	5
Quotes – Capital Raising	6
Self Employed Applicants	7
Sole Income from Rental Properties	8
Keying a Retired Customer	9
Lending into Retirement	10
Quotes – Amending Loan Details	11
Credit Commitments	12
DIP Decision	13
Making Changes to an Application	14
Document Upload	15

OVERVIEW

This guide will give you an overview to help you submit a new Buy to Let or Let to Buy mortgage application on **BM Solutions Online**.

It doesn't cover all of the screens you'll see on the application, but gives you some help with common queries; showing you how these screens should be completed and what information you'll need to enter in order to get a decision.

We've also included some tips on how you can amend an application if information changes, including revising the property details if the property to be purchased falls through.

If you need any further support with keying an application on BM Solutions Online, please contact your BDM.

APPLICATION TYPES

For 'Purchase Type':

BTL Purchase – for a purchase application (we don't accept first time buyers).

Remortgage – where the customer already owns the property and they wish to use our conveyancing service. Please take care to select the correct option, or the required product may not show as being available for selection in the quote section.

Remortgage Own Conveyancer – where the customer already owns the property and they will be instructing their own conveyancer. This purchase type will be pre-populated where you confirm in the application assessment questions that the customer is remortgaging the residential home they currently live in to buy an onward residential property (Let to Buy).

Full Mortgage Application

▶ Summary

✓ Broker Details

✗ Applicant Details

✗ Loan Details

✗ Quotes

Personal DetailsAddress

Personal Details

TitlePLEASE SELECT...▼

Forename

Middle name

2nd Middle name

Surname

GenderPLEASE SELECT...▼

Date of birth (dd/mm/yyyy)

Marital statusPLEASE SELECT...▼

Nationality 1PLEASE SELECT...▼

Nationality 2PLEASE SELECT...▼

Country of residenceUNITED KINGDOM▼

Verification methodPLEASE SELECT...▼

Purchase typePLEASE SELECT...
BTL PURCHASE
REMORTGAGE
REMORTGAGE OWN CONVEYANCER

Has your name changed within the last 3 years?

APPLICANT'S ADDRESS

To find an address:

- Input house number/name and postcode and click 'Find Address'.
- If the correct address does not show just key the postcode, click 'Find Address' and select the address from the list of addresses displayed.
- If the correct address still does not show select 'Not on list' and manually key the address. You'll need to key the address format to exactly match the address finder on the Royal Mail website.

If a decision can't be displayed after you've submitted the decision in principle or full application, we may not be able to match the customer's address. You'll need to amend the address and resubmit for a decision.

At this point you may also want to check the details on the customer's credit file, if you haven't already.

Current Address - MR EXAMPLE EXAMPLE

Is this a foreign or BFPO Address?

☐ Yes ☒ No

House number / name

Postcode

Find Address

QUOTES – CAPITAL RAISING

Where there are multiple purposes for the loan you must create multiple sub accounts to reflect each purpose.

Key the amount for the first purpose and then repeat with the remaining amount(s) and purpose(s) of loan.

If an error message is displayed and you need to amend the amounts and correct loan purposes.

Select 'View/Amend Loan' then 'Change Product – New Quote'; edit the amount in the selected products table and click save. You'll then be able to add another sub account and purpose of loan.

Please ensure you select the correct loan purposes so they don't conflict with the regulation type you've keyed in the 'Application Assessment' at the start of the application i.e. Consumer/Business.

If the application is for a Consumer BTL the majority of the loan must be used for Consumer BTL purposes.

Consumer BTL Purposes are

- Non BTL Second Home Loan
- Consumer Goods/Funds
- Non BTL Debt Consolidation
- Repay Subsequent Charge – Clearing Bank
- Repay Subsequent Charge – Non Clearing Bank
- Non BTL Home Improvements.

Product	Product Type	Initial Rate of Interest	Amount(£)	Term	Repayment Type	Purpose Of Loan	Product Fee	Add Fee to Loan	Remove
BMA051	FIXED INTEREST	2.90%	100000	25	INTEREST ONLY	REPAY EXISTING BTL LOAN	N/A	N/A	Delete
BMA051	FIXED INTEREST	2.90%	50000	25	INTEREST ONLY	DEPOSIT FOR BTL PROPERTY			

Selected Products									
Loan amount requested		£150000							
Loan amount unallocated		£0							
Product	Product Type	Initial Rate of Interest	Amount(£)	Term	Repayment Type	Purpose Of Loan	Product Fee	Add Fee to Loan	Remove
BMA051	FIXED INTEREST	2.90%	100000	25	INTEREST ONLY	REPAY EXISTING BTL LOAN	N/A	N/A	Delete
BMA051	FIXED INTEREST	2.90%	50000	25	INTEREST ONLY	DEPOSIT FOR BTL PROPERTY			

SELF EMPLOYED APPLICANTS

To key self-employed income

- 1** The net profit field for the latest two years must always be completed. You need to input a Year End date for both the Latest Year and Previous Year, which must be no older than 18 months when you submit the application. The remaining figures for turnover, gross profit, current assets and current liabilities can be input as £0.
- 2** The 'Net Profit' field should be completed using figures from the customer's Tax Calculation.
- 3** The Projected Year section must always be completed; if the customer has no reason to believe their income will be lower than the latest year the same figure should be keyed in the net profit field.
- 4** The 'Income can be verified?' question must be answered 'Yes'.
- 5** Once the Self-Employment details have been entered you'll need to click the 'Add Employment' button to add the details to the application.

Employment Details - MR EXAMPLE EXAMPLE	
You can add up to 3 employment records.	
Occupation type	PROFESSIONAL
Employment type <small>(if own more than 25% share of a business please key as self employed)</small>	SELF-EMPLOYED
Start date of employment (dd/mm/yyyy)	
Percentage of business owned	
Latest Year	
Year End	
Turnover	(£)
Gross Profit	(£)
Net profit	(£)
Current Assets	(£)
Current Liabilities	(£)
Previous year	
Year End	
Turnover	(£)
Gross Profit	(£)
Net profit	(£)
Current Assets	(£)
Current Liabilities	(£)

3 Projected year	
Year End	
Turnover	(£)
Gross Profit	(£)
Net Profit	(£)
4 Income can be verified? <small>(if not applicable please enter £0 for the latest year income details)</small>	
<input type="radio"/> Yes <input type="radio"/> No	
5 When finished, use the button below to add the employment record to the grid.	
Add Employment	
Employment Records	
No Employment records have been added.	

SELF-EMPLOYED – APPLICANTS WHOSE SOLE SOURCE OF INCOME IS FROM RENTAL PROPERTIES

To key a customer whose only source of income is from Land and Property

Select Occupation type as 'Professional' and Employment type as 'Self-Employed'.

You need to input a Year End date for both the Latest Year and Previous Year which is no older than 18 months when you submit the application. The remaining figures for net profit, turnover, gross profit, current assets and current liabilities must be input as £0.

Complete the 'Self-Employment Details' including business name and accountant details and then 'Add Employment' to add the details to the application.

The Land and Property profit figures from the tax calculation will then need to be input in the Land and Property Income section.

The 'Income can be verified?' question must be answered 'Yes'.

Employment Details - MR EXAMPLE EXAMPLE

You can add up to 3 employment records.

Occupation type: PROFESSIONAL

Employment type: SELF-EMPLOYED

Start date of employment (dd/mm/yyyy):

Percentage of business owned:

Latest Year

Year End: (dd/mm/yyyy)

Turnover (£):

Gross Profit (£):

Net profit (£):

Current Assets (£):

Current Liabilities (£):

Previous year

Year End: (dd/mm/yyyy)

Turnover (£):

Gross Profit (£):

Net profit (£):

Current Assets (£):

Current Liabilities (£):

Land and Property Income

When finished, use the button below to add the employment record to the grid.

Add Employment

Employment Records

No Employment records have been added.

Latest year profit from UK Land and Property (£):

Income can be verified ? ☐ Yes ☐ No

Previous year profit from UK Land and Property (£):

Income can be verified ? ☐ Yes ☐ No

KEYING A RETIRED CUSTOMER

To key a retired customer who is in receipt of pension income

Select Occupation type as 'Retired'.

Select 'Add Employment' to add the details to the application.

In the 'Other Income' section answer 'Yes' to 'Annual Income from Retirement Pension' and enter the figures for the applicable source of pension income.

If the customer also has income from Land and Property; profit figures from the tax calculation will need to be entered into the Land and Property Income section.

Employment Details - MR EXAMPLE EXAMPLE

You can add up to 3 employment records.

Occupation type

When finished, use the button below to add the employment record to the grid.

Add Employment

Other Income

You must declare all income the applicants receive including additional income.

Annual Income from Maintenance ☐ Yes ☐ No

Annual Income from Benefits ☐ Yes ☐ No

Annual Income from Retirement Pension ☒ Yes ☐ No

Income can be verified ?

Pension Private (£)	<input type="text" value="22000"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
Pension State (£)	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No
Pension Credit (£)	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No
Pension War Disablement (£)	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No
Pension War Widow(er) (£)	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No

LENDING INTO RETIREMENT

Anticipated retirement income needs to be completed if the customer will exceed the anticipated retirement age at the end of the mortgage term, or the anticipated retirement age is 70 or over.

You'll need to select the 'Type of anticipated retirement income' and enter the 'annual amount'.

If the applicant has no anticipated retirement income then please select 'None' from the list of options and enter '£0' in the annual amount.

Then you need to 'Add' the details to the application.

Anticipated Retirement Income

Anticipated retirement age

0

Type of anticipated retirement income (£)

PLEASE SELECT... ▼

Annual amount

(£)

Income can be verified ?

☐ Yes ☐ No

Add

When finished, click Add to add details to the grid below.

No Anticipated Retirement Income records have been added.

QUOTES – AMENDING LOAN DETAILS

To amend any of the loan details click
'View/Amend Loan'.

To change the purchase price, loan amount, repayment
type or purpose of loan click **'Edit Loan'.**

If the loan details are staying the same but a change
in product is required click **'Change Product – New
Quote'.**

- Make the changes required, **'Generate Quote'** and **'Produce Illustration Document'**
- Under the **'Manage Quotes'** tab, check the new quote is selected as the **'Preferred Quote'** and click **'Next'** to complete the process

Your quotes

Here you can:

- Choose the Quote you want
- Produce an Illustration Document for an existing Quote
- Edit the loan which will create a New Quote

Manage Quotes

Quote Ref	Product	Description	Loan Amount £	Payment	Illustration Date	Status	Preferred Quote	Delete
4	BMA048	Fixed UNTIL 31/03/23	100,000	199.02	N/A	Valid	<input checked="" type="checkbox"/>	Delete
3	BMA053	Fixed UNTIL 31/03/23	100,000	165.73	19/11/2020 10.03.02	Valid	<input type="checkbox"/>	Delete
2	BMA017	Fixed UNTIL 31/12/22	100,000	134.10	19/11/2020 10.03.02	Valid	<input type="checkbox"/>	Delete
1	BMA012	Fixed UNTIL 31/12/22	100,000	167.40	19/11/2020 10.03.02	Valid	<input type="checkbox"/>	Delete

Active Quote Ref: 4 Loan Summary

Product fees to be paid £0.00

LTV 50.00%

APR 4.30%

Product Allocation

Product	Loan Amount £	Term	Repayment Type	Purpose Of Loan
BMA048	£100,000	40	Interest Only	REPAY EXISTING BTL LOAN

Actions

[Proceed to DIP](#) [View/Amend Loan](#) [Produce Illustration Document](#)

Loan Details

You are now in Edit mode

Estimated valuation (£) 200000

Loan amount (£) 150000

Term 25

Repayment type INTEREST ONLY

Payment date 01

What you can do next

[Continue](#) [Cancel Changes](#)

Selected Products

Loan amount requested £150000

Loan amount unallocated £0

Product	Product Type	Initial Rate of interest	Amount (£)	Term	Repayment Type	Purpose Of Loan	Product Fee	Add fee to Loan	Remove
BMA051	BASIC RATE	2.90%	100000	25	INTEREST ONLY	REPAY EXISTING BTL LOAN	N/A	N/A	Delete
BMA051	BASIC RATE	2.90%	50000	25	INTEREST ONLY	DEPOSIT FOR BTL PROPERTY			

No ported products have been selected yet

You can change the amount allocated to a product. Please use the 'Save' button to save the changes.

[Save](#)

Active Quote Ref: 1

Product	Description	Amount (£)	Term	Repayment Type	Purpose Of Loan
BMA051	Fixed UNTIL 31/03/23	£100,000	25	Interest Only	REPAY EXISTING BTL LOAN
BMA051	Fixed UNTIL 31/03/23	£50,000	25	Interest Only	DEPOSIT FOR BTL PROPERTY

LTV 75.00%

APR 4.30%

Monthly Payment £361.62

Illustration Date 07/01/2021 09:19:26

Quote Status Valid

No fees are added to the quote yet.

What you can do next

[Produce Illustration Document](#) [Change Product - New Quote](#) [Edit Loan](#) [Proceed to DIP](#)

CREDIT COMMITMENTS

Credit commitments for all applicants need to be entered into the '**Commitments Summary**' on the application.

After the information for each commitment is input, you'll need to click the '**Add**' button to save the commitment to the '**Commitments Summary**'.

You **do not** need to enter details for any **BTL mortgages**. This information will be captured in the 'Property Schedule Screen'.

Credit Commitments - All Applicants

Is any part of the loan for Debt Consolidation? ☐ Yes ☐ No

Do you intend to purchase a flat? ☐ Yes ☐ No

Commitments Summary

Commitment Type

PLEASE SELECT...

Whose

PLEASE SELECT ...

Company

Monthly Payment

Outstanding Balance (£)

End Date

Current Months in Arrears

Intend to Repay on Completion

☐ Yes ☐ No

PLEASE SELECT...

HIRE PURCHASE

LOAN

MORTGAGE

CREDIT CARD

CHARGE CARD

RENTAL

MAIL ORDER

OVERDRAFT

MAINTENANCE

BUY NOW PAY LATER

NONE

INTEREST FREE LOAN

SCHOOL FEES

CHILD CARE

OTHER

STUDENT LOAN

SECOND HOME

GROUND RENT

SERVICE CHARGE

APPLICATION COMPLETE

Add

No Commitments have been added.

DIP DECISION

A '**DIP Result – Accepted**' message will advise if the loan amount requested is available; a copy of the DIP document is obtained by clicking on the 'Produce DIP' button.

If a '**Declined – Credit Score Fail**' result is obtained, but the applicants may be able to proceed on a lower loan amount to that requested, you can try amending to a lower loan amount and resubmitting to see if the application may be accepted.

A '**Corrective Action Required to Proceed**' message may show if the loan requested is above the approved amount, and an available loan amount will show on screen. You'll need to amend the loan amount in the 'Loan Details' screen and resubmit the application.

The screenshot shows a web interface for a 'DIP Decision'. At the top, there is a light blue header bar with the word 'Decision' in a small, dark font. Below this, the main content area has a light blue background. The title 'DIP Result - Accepted' is displayed in a bold, dark font. Below the title, the text 'Roll Number: 60/200' is shown. A paragraph follows: 'Based on the information provided we are pleased to advise you of our Decision in Principle.' Below this, a bullet point states: '• This decision is valid until 12/10/20.' A bolded line of text reads: 'Your Service Centre will only have visibility of this case once a full application has been submitted'. Underneath, the section 'Next Steps' is introduced, followed by the text 'On submission of Full application, please provide the following:'. A bulleted list follows: '• A supporting document to verify identity for Mr', '• A supporting document to verify identity for Mrs', '• Data has changed that requires a new Illustration. Please visit the Manage Quotes screen.', '• A government issued document to verify identity for Mr', and '• A government issued document to verify identity for Mrs'. At the bottom left of the main content area, there is a red button with the text 'Produce DIP'. At the bottom right of the entire form, there is a red button with the text 'Next'.

Decision

DIP Result - Accepted

Roll Number: 60/200

Based on the information provided we are pleased to advise you of our Decision in Principle.

- This decision is valid until 12/10/20.

Your Service Centre will only have visibility of this case once a full application has been submitted

Next Steps

On submission of Full application, please provide the following:

- A supporting document to verify identity for Mr
- A supporting document to verify identity for Mrs
- Data has changed that requires a new Illustration. Please visit the Manage Quotes screen.
- A government issued document to verify identity for Mr
- A government issued document to verify identity for Mrs

Produce DIP

Next

MAKING CHANGES TO AN APPLICATION

At **Decision In Principle** (DIP) stage multiple changes can be made to the information keyed and an updated decision received.

After a **Full Application** has been submitted or Mortgage Offer has been issued, most details can still be amended online without the need to call us; just amend the details and click 'Submit'.












When you click '**Submit**' your changes will be applied and a new decision will be displayed with Next Steps if applicable.

If the application had previously been Offered and an 'Accept' decision is received after the changes have been made, a new offer will automatically be issued, unless any additional information is required.

If you want to change the Property Address on the application, select the '**Revise Property**' button on the '**Application Summary**' screen or under '**Property Details**'

The cross check messages at the top of the screen will show you the screens that needs to be completed with details of the new property, this will include selecting a new product if the product previously chosen is no longer available in the current range.

If the property is not changing but a correction is needed to the format, you should **not** click the Revise Property button, but instead should call the Broker Support Team or upload the Contact Form (available on the website) with details of the amendment.

Detail	How to change- online  or phone 
Personal details (name, address, date of birth, contact details)	
Employment	
Credit commitments	
Loan amount, term or purchase price	 Select Quotes
Product	
Direct Debit	
Property - changing property to be mortgaged	 Click on Revise Property button
Property - minor amend to address or property details	
Conveyancer	

DOCUMENT UPLOAD

The 'Upload Documents' tab will be accessible once the application has been fully submitted and any applicable fees have been paid.

To upload a document click 'Click to browse and add a file'.

Any documents that are uploaded must be in one of the below formats, and any one file must not be larger than 10MB - PEG, JPG, BMP, TIFF, TIF, PDF.

Documents must not be password protected and the document names can't include any special characters.

Once the required documents have been selected press 'Submit' and they will show in the 'Submitted Document(s)' table.

If an error message is displayed before you upload any documents, you'll need to **refresh** your page to clear the message. You may need to refresh your page more than once to clear the message.

If an error message is displayed after you've uploaded documents, and they don't show in the 'Submitted Document(s)' table, call us on 0345 8505000 to check they've been received.

The screenshot shows the 'Intermediaries Online' interface for BM SOLUTIONS. The header is red with the company logo and a 'Home' button. A navigation bar contains tabs: 'Application Summary', 'Next Steps', 'Cross Check', 'View Documents', and 'Upload Documents' (which is highlighted). On the left, a sidebar lists application sections: Summary, Broker Details, Applicant Details, Loan Details, Decision, Quotes, Property Details, Payment Details, and Submission. The main content area is titled 'Full Mortgage Application' and contains a section 'Please provide the following:' with a sub-instruction 'Select a file to upload and then choose the document type.' Below this is a large grey box with a file icon and the text 'Click to browse and add a file' and 'Each file must be less than 10 MBG and in JPEG, JPG, BMP, TIFF, TIF or PDF format.' At the bottom, there is a 'Submitted Document(s)' table with a single row containing the text 'No previously submitted documents.'

GET IN TOUCH

 bmsolutions.co.uk

If you don't have professional experience, you should not rely on the information contained in this communication. If you are a professional and you reproduce any part of the information contained in this communication, to be used with or to advise private clients, you must ensure it conforms to the Financial Conduct Authority's advising and selling rules.

Birmingham Midshires is a division of Bank of Scotland plc. Registered in Scotland No. SC327000. Registered Office: The Mound, Edinburgh EH1 1YZ.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 169628. Telephone calls may be monitored or recorded.



60353 (01/21)

BM SOLUTIONS
FROM BIRMINGHAM MIDSHIRES