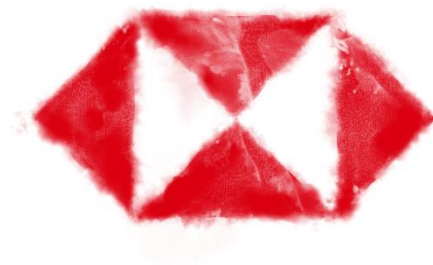


HSBC UK Useful Guide



Common keying errors that can cause the DIP to decline

July 2024

ISSUE: Porting application keyed as a Purchase

- If a Porting application is keyed as a Purchase application, the system doesn't pull through the customer's existing HSBC UK mortgage details
- Select 'Existing customer' from the broker dashboard
- Details must be input and exactly match those already held on HSBC systems
- If keyed incorrectly, a Purchase application cannot be amended to a Porting application and a new application will need to be submitted.

Dashboard

[Filter cases](#) +

Application number	Primary applicant	Application type	Submitted date	Amount	Stage	Status	Unread message	Copy DIP
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ISSUE: Second residential property incorrectly keyed

- The questions 'Does the applicant(s) have any other residential properties remaining in the background – e.g. a second home?' and 'Does the applicant(s) have any existing Residential mortgages?' is only applicable to any residential properties that will be owned **upon completion**
- If an existing property is being sold or converted as part of the new purchase application, then the answer to the above questions should be 'No'
- Keying the application with a second residential property will restrict the maximum LTV to 80%
- The 80% LTV restriction will also be applied if the 'Residence type' field is populated with Secondary Residence.

Existing residential properties

Please tell us about your existing residential mortgages. Where there are multiple loans associated to a property, please provide a summary of all loan accounts for each property.

Does the applicant(s) have any other residential properties remaining in the background - e.g. second home?* [?](#)

Yes

No

Does the applicant(s) have any existing Residential mortgages? For Remortgages, please include their current mortgage details.*

Yes

No

Application type*

Purchase ▼

Buyer type [?](#)

First Time Buyer ▼

Residence type* [?](#)

Secondary Residence ▼

Total amount to be borrowed*

£

ISSUE: Existing residential mortgage payment included in expenditure

- Where an applicant is repaying their existing mortgage simultaneously with completing the HSBC UK mortgage application, the answer to the question 'What are they going to do with this mortgage?' should be 'To Be Repaid This Advance'
- Any other choice will result in the existing mortgage payment being included in expenditure
- The most common issue seen is the option 'To Be Repaid Other Sources' instead of 'To Be Repaid This Advance' being selected
- Remortgage applications will automatically default to the option of 'To Be Repaid This Advance'.

Does the applicant(s) have any existing Residential mortgages? For Remortgages, please include their current mortgage details.*

Yes

No

What are they going to do with this mortgage?*

- Select -

- Select -

To Be Repaid This Advance

To Be Repaid Partially This Advance

To Be Repaid Other Sources

To Be Repaid Partially Other sources

Continuing - Not Being Redeemed

Continuing - To be Ported

Continuing - Buy To Let

- Select -

ISSUE: Ad-hoc capital as repayment plan for Interest only mortgage included in expenditure

- When the repayment plan for Interest Only is Ad-hoc Capital, this should be input into 'Regular Outgoings' as 'Payment to fund repayment strategy for Interest Only mortgage' so the system does not include this as an existing commitment
- If the Ad-hoc payment is entered under any other 'Regular Outgoing' – e.g. 'Other Outgoings' the system will include this as an expenditure

Regular Outgoings DC155

Show 10 entries

Type	Applicant Name	Monthly Amount	Other Description
Travel costs including commuting to work	A Smith	100	
Payment to fund repayment strategy for interest only mortgage	A Smith	900	

Showing 1 to 2 of 2 entries

Add Edit Delete

Total Regular Outgoings (monthly)

1000



Regular Outgoings DC155

Show 10 entries

Type	Applicant Name	Monthly Amount	Other Description
Travel costs including commuting to work	A Smith	100	
Other Outgoings	A Smith	900	

Showing 1 to 2 of 2 entries

Add Edit Delete

Total Regular Outgoings (monthly)

1000



ISSUE: Foreign national / Overseas customer deposit keyed incorrectly

- For Foreign national / Overseas customer applications, where the deposit is funded from the sale of property, this should be entered as 'Savings'
- If entered as 'Other' with the description of sale of property, the system will decline the application for not meeting our Foreign nationals / Overseas customer deposit criteria.

Deposit details

Amount of deposit not yet captured: £90000

Source of deposit for mortgage* ?

Other

- Select -
Developer
Gift
Other
Savings

Deposit amount*

£ 10000

[Add another deposit](#) +

ISSUE: Debts to be repaid upon completion not included

- Even if existing debts are to be repaid upon completion, they still need to be included in the expenditure to provide an indicative maximum lending figure
- The system shows fields which allow you to record any debts that will be repaid upon completion, however they must still be included in the affordability assessment including any credit cards that are repaid in full each month.

Will any of this credit / store card balance be repaid before the mortgage completes?*

Yes

No

Will any of this loan or hire purchase agreement balance be repaid on or before completion?*

Yes

No

How will you be repaying this?*

- Select -

Balance at completion?*

£

ISSUE: Help to Buy application keyed incorrectly

- Where a Help to Buy application is being repaid in full as part of a Remortgage application, the Help to Buy element should be keyed as a 'Loan part 2' with the 'Purpose of Loan' dropdown selected as 'Remortgage – Existing Balance'.
- A common error is for the 'Purpose of loan' to be keyed as 'Remortgage – Additional Funds' which can result in a cap on the maximum LTV or loan amount required.

Loan part 2

Repayment type* [?]

Capital repayment

Product type*

Fixed

Mortgage term* [?]

30 Years 0 Months

Multi-part amount [?]

£ 50000

Purpose of loan*

Remortgage - Existing Balance

Find products



Loan part 2

Repayment type* [?]

Capital repayment

Product type*

Fixed

Mortgage term* [?]

30 Years 0 Months

Multi-part amount [?]

£ 50000

Purpose of loan*

Remortgage - Additional funds

Sub purpose of loan



ISSUE: Existing lender name left blank

- When keying existing external mortgages into the application, if the existing lenders name is left blank, this can cause the DIP to falsely decline.

Does the applicant(s) have any existing Residential mortgages? For Remortgages, please include their current mortgage details.*

- Yes
 No

Original purpose of mortgage*

Residential Mortgage

Is this with HSBC?* ?

- Yes
 No

Lender name*

|

Further information

[Chat with us](#), call our Broker Support Team on 0345 600 5847 (Monday to Friday, 9am to 5pm) or contact your [local BDM](#).