

# Our service and support.

## Getting started:

- **Instant registration** – Get access to the portal as soon as you're registered
- **Add multiple users** – Set your own deputies with read-write access or administrators with read-only access

## Simple-to-use system:

- **Affordability calculator** – We've made sure our affordability calculator is consistent and provides accurate results
- **Easy-to search lending criteria** – Our lending criteria is quick and easy to search, so you don't need to dig around to find what you need
- **'Soft footprint' credit searches** – Our decisions in principle use 'soft footprint' credit searches so you can help your customers make a more informed decision
- **Upload documents in a snap** – Scan and upload your customers' documents, there's no need to fax or post them
- **Conveyancing and valuations** – Valuations instructed immediately. LMS manage a panel of conveyancers on Tesco Bank's behalf for house purchase and remortgage.
- **Fast applications** – Applying for your customers' mortgage is quick and easy

## Something extra for your customers:

- **Your customers collect Tesco Clubcard points on their mortgage** – one point for every £4 of their monthly repayments and any regular or lump sum overpayments

## For mortgage intermediary use only.

## Mortgages

Another little help from Tesco Bank.

## How we keep you informed:

- Real-time online case tracking
- Email and text alerts for your applications
- Important documents available online
- Service levels published online daily
- Know who's dealing with each application
- Discuss cases directly with underwriters

## Ways to get in touch:

- **Chat to us online** – Talk to a member of the Tesco Bank team at [intermediaries.tescobank.com](https://intermediaries.tescobank.com)
- **Call our helpline** – Call 0345 051 8461\* We're open 8am to 6pm Monday to Friday.



**TESCO**  
*Every little helps*

\*This number may be included as part of any inclusive call minutes provided by your phone operator.

Customers won't collect Tesco Clubcard points on any fees or charges paid separately, or any overpayments that pay off the mortgage in full. The Tesco Clubcard Scheme is administered by Tesco Stores Limited, Tesco House, Shire Park, Kestrel Way, Welwyn Garden City AL7 1GA, who are responsible for fulfilling points.

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# An overview of our lending criteria.

## Our range of products:

- 2, 3 & 5 year fixed rates and 2 year trackers
- During the initial rate period, customers can repay up to 20% of the outstanding balance each year with no early repayment charge
- No dual pricing
- Free standard valuation and legals on all remortgages
- All offers valid for six months from date of offer

## Acceptable income:

Income (100% used)	Secondary Income (60% used)
Gross Basic Income	Commission
Second Job	Bonus (guaranteed)
Self Employed (2 years of drawings, dividends, net profit)	Overtime (guaranteed)
Pension	Bonus (regular/annual)
Contractor Income	Overtime (regular/fluctuating)
Employers Allowances (Shift Allowance, Housing Allowance from employer, Long term large town allowances, Car Allowance, Flexible benefits (cash))	Carers Allowance
Rental Income	Disability Living Allowance
Statutory Maternity Pay	Attendance Allowance
	Foster Carers Allowance
	Child Benefit
	Child Tax Credit
	Maintenance Payments

## Valuation fees:

Up to £100,000	£175
£100,001-£200,000	£220
£200,001-£300,000	£270
£300,001-£400,000	£330
£400,001-£500,000	£360
£500,001-£600,000	£395
£600,001-£700,000	£440
£700,001-£800,000	£480
£800,001-£900,000	£520
£900,001-£1,000,000	£565
£1,000,000+	£630

## Criteria highlights:

- Residential purchase and remortgages up to 95% LTV
- Minimum age 18, maximum 75 at expiry
- Minimum term of three years, maximum 40 years
- No minimum time in job – 3 months' overall history may be required
- Lend up to 4.5 x gross annual income. Single or joint up to £1 million
- Excess BTL rental used toward affordability

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# Helping you and your new build clients

We recognise that the new build market requires speed, service and accuracy so we have built a specialist team to manage each case from application through to completion.

New Build is defined as properties which are new, newly converted<sup>1</sup> or previously unoccupied and built within the last two years.

## Dedicated, prioritised service:

- Call our dedicated helpline 0345 051 8465<sup>2</sup> We're open 8am-6pm Monday to Friday
- Named case managers for every application; right through to completion
- Direct access to underwriters
- Soft footprint, instant Decision in Principles
- Instant valuation instructions
- Six month offers as standard, with six month extensions available subject to updated documentation and searches
- 48 hours' notice of any future price changes

## Competitive products and features:

- Residential deals from our core range also available for new build
- 85% LTV for new build houses and up to 75% LTV for new build flats
- No re-inspections necessary where five or more properties in development
- Cash incentives up to 5% acceptable as standard
- Free valuations on purchases<sup>3</sup>
- Lend up to 4.5 x gross income as standard. 60% of bonus, 100% of 2nd jobs acceptable
- Overpay by up to 20% of the outstanding balance each year, during the initial rate period, with no early repayment charge
- Your customers can collect Tesco Clubcard points on their mortgage – one point for every £4 of their monthly repayments and any regular or lump sum overpayments
- 0.43% procurement fee

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## Mortgages

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<sup>1</sup>Newly converted can include, but is not limited to:

- Conversion of existing non-residential property, e.g. an existing mill converted into flats.
- Refurbished property e.g. an existing residential property divided into smaller units, or the reverse.

<sup>2</sup>This number may be included as part of any inclusive call minutes provided by your phone operator.

<sup>3</sup>Subject to product availability.

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