

Combined Platform FAQs



LOANSOURCE



COMBINED SOURCE

Our Combined Platform is unlike any other mortgage sourcing software in so far as it sources against lender specific criteria. However you are free to enter as much or as little client data as you wish, bearing in mind the more data you enter the more accurate the source results will be. To find an answer to any of the subjects listed below simply click on the hyperlink.

[How do I quick browse in order to get a best buys table?](#)

[How do I source a mortgage for a New Build Property?](#)

[How do I source a mortgage for someone with adverse credit history?](#)

[Can I source by Post Code?](#)

[How do I source HTB1?](#)

[How do I source HTB2?](#)

[How do I source Shared Equity?](#)

[How do I source Shared Ownership?](#)

[BTL Sourcing – What is Landlord Status?](#)

[Can I set my broker fees so that they auto complete in the KFI?](#)

[How do I amend True Cost?](#)

[How do I amend loan details after I have sourced a mortgage?](#)

[How do I create an evidence of research document?](#)

[How do I create a KFI?](#)

[How do I view product criteria?](#)

[How do I add fees to the mortgage?](#)

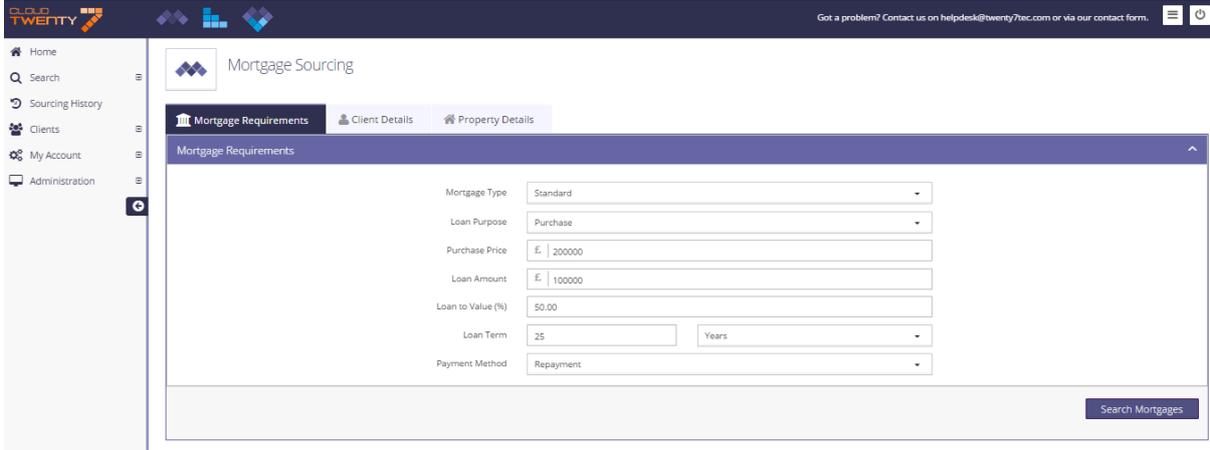
[How do I view my sourcing history?](#)

[How do I source LIBOR Tracker Mortgages](#)

[How do I source Ex-Pats](#)

How do I quick browse in order to get a best buys table?

To create a best buys table simply create a source for whichever mortgage type you require and then click on the Source Mortgages button. Leave all the criteria fields empty and MortgageSource will return a product list sorted by interest rate.



The screenshot shows the 'Mortgage Sourcing' interface. The 'Mortgage Requirements' tab is active. The form contains the following fields:

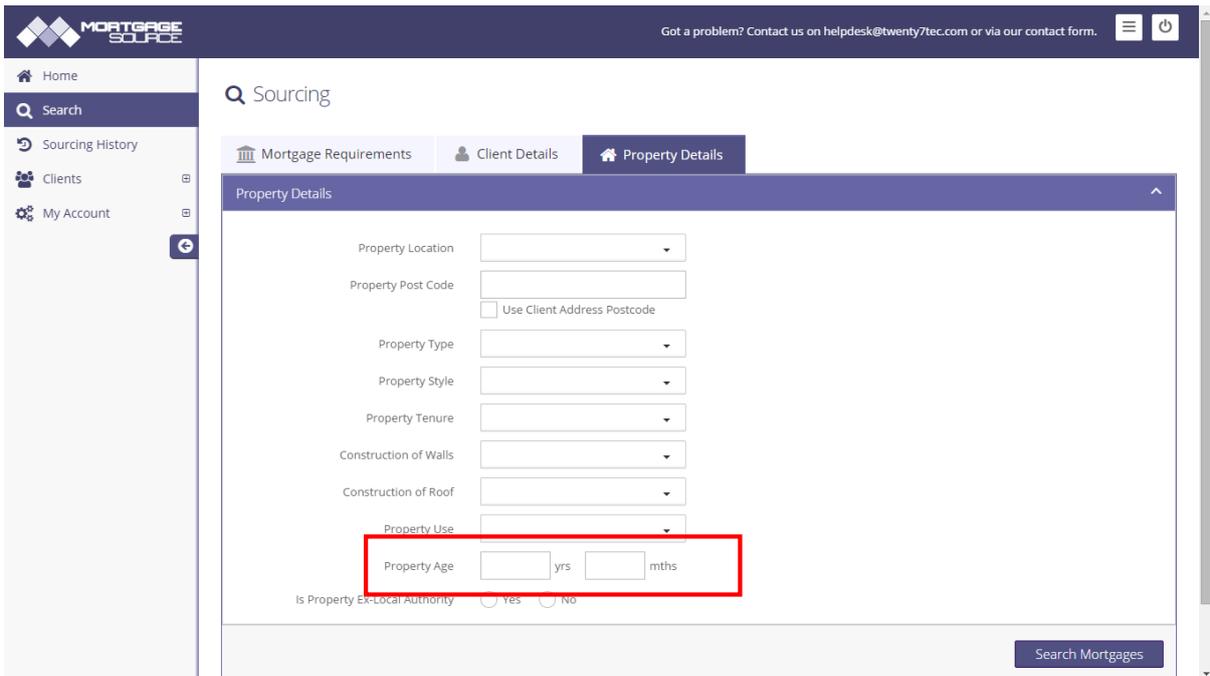
- Mortgage Type: Standard (dropdown)
- Loan Purpose: Purchase (dropdown)
- Purchase Price: £ 200000 (text input)
- Loan Amount: £ 100000 (text input)
- Loan to Value (%): 50.00 (text input)
- Loan Term: 25 (text input) and Years (dropdown)
- Payment Method: Repayment (dropdown)

A 'Search Mortgages' button is located at the bottom right of the form.

[Back to Top](#)

How do I source a mortgage for a New Build Property?

Mortgage Source uses the age of the property to determine whether a lender will categorise the property as a new build. By completing the Property Age fields you will be able to accurately source mortgages for New Build properties. **Note that if the property is say 4 months old but has not been lived in in order to source correctly enter the age of the property as 1 month.**



The screenshot shows the 'Mortgage Sourcing' interface with the 'Property Details' tab active. The form contains the following fields:

- Property Location (dropdown)
- Property Post Code (text input)
- Use Client Address Postcode
- Property Type (dropdown)
- Property Style (dropdown)
- Property Tenure (dropdown)
- Construction of Walls (dropdown)
- Construction of Roof (dropdown)
- Property Use (dropdown)
- Property Age: [] yrs [] mths (text inputs, highlighted with a red box)
- Is Property Ex-Local Authority: Yes No

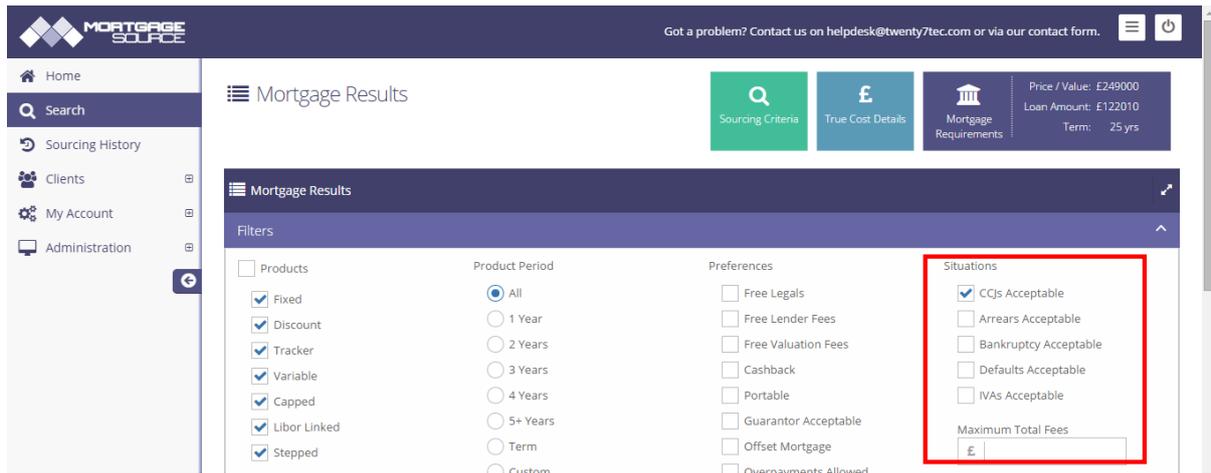
A 'Search Mortgages' button is located at the bottom right of the form.

[Back to Top](#)

How do I source a mortgage for someone with adverse credit history?

Within MortgageSource we have built a page for you to record all your client's credit history and we can source against this. If your client has a number of CCJs, defaults etc then use the Credit History data input fields on the Client Criteria page in order to produce the most accurate results.

There are lenders however who make an assessment based on credit scoring and in this instance they do not provide specific criteria for us to source against. If you have a client who has a small satisfied CCJ you may want to view all lenders that may consider this and check their criteria. To do this simply source in the normal way and select the CCJs Acceptable filter from the Situations menu. From the source results screen select a lender's Product Criteria by clicking on the lenders name. Their product criteria will be displayed. Go to the Credit Detail section and you will then be able to make an informed decision as to whether to submit the case for a DIP.



Credit Detail	
Arrears Maximum LTV	0 %
Arrears Maximum	3 Months
Arrears Not in Last	36 Months
CCJ Maximum Amount	£ 200
CCJ Maximum LTV	0 %
CCJ Maximum Number	1
CCJ Satisfied Since	36 Months

Need more information? Contact Us!

Arrears Maximum LTV – Indicates the maximum LTV that the lender will allow arrears. If set 0% the field is ignored in sourcing.

Arrears maximum – is the maximum number months of arrears a lender will allow. If set to 0 months then the field is ignored in sourcing.

Arrears Not In Last – states the previous months in which arrears are not permitted. If set to 0 months then the field is ignored in sourcing.

CCJ Maximum amount – this is the maximum amount that a lender will permit for CCJ. If set to £99,999 then assume lender will credit score and has not published specific rules for CCJs.

CCJ Maximum LTV – maximum LTV that a lender will allow CCJs for. If set to 0% then the field is ignored in sourcing.

CCJ Maximum number – maximum number of CCJs that a lender will allow. If set to 99 assume the lender will credit score and has not published specific rules for CCJs.

CCJ Satisfied Since – this is the minimum time that a CCJ has to have been satisfied for. If set to “0” then assume lender will credit score and has not published specific rules for CCJs.

[Back to Top](#)

Can I source by Post Code?

MortgageSource allows you to source by post code. Some lenders have restrictions on certain post codes. For example they may lend in FA1 but not FA2. Where this is the case there is a note in Product Details. If you do not use a geographical area for sourcing then products for all UK areas will be returned.

Property Details

Property Location

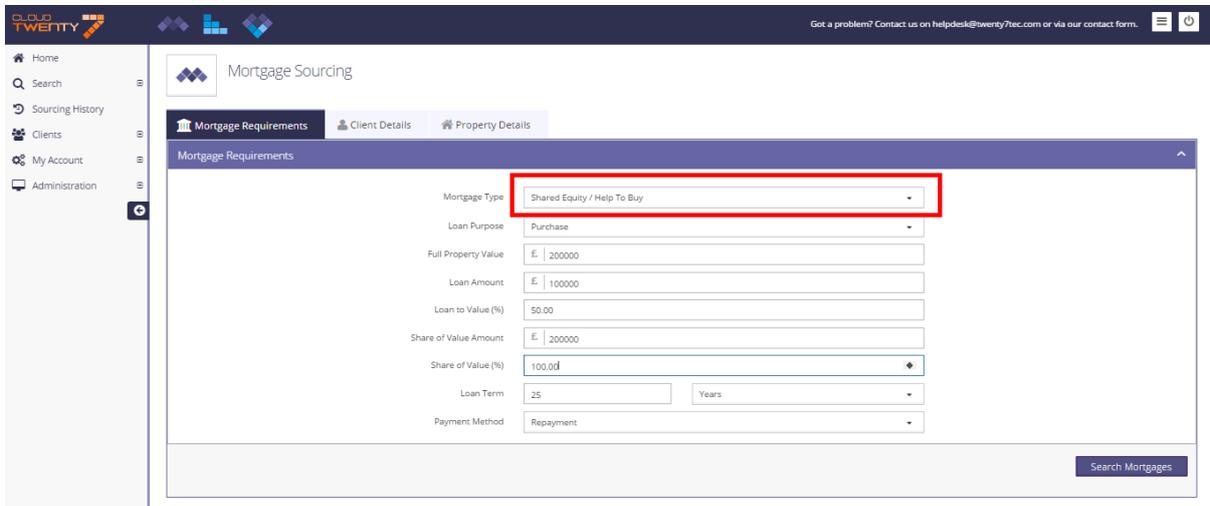
Property Post Code

Use Client Address Postcode

[Back to Top](#)

How do I source HTB1?

HTB1 is the builder backed scheme. To source for HTB1 choose Shared Equity/Help to Buy from the Mortgage Type menu. In source results select Help to Buy.



Cloud Twenty

Got a problem? Contact us on helpdesk@twenty7tec.com or via our contact form.

Home Search Sourcing History Clients My Account Administration

Mortgage Sourcing

Mortgage Requirements Client Details Property Details

Mortgage Requirements

Mortgage Type

Loan Purpose

Full Property Value

Loan Amount

Loan to Value (%)

Share of Value Amount

Share of Value (%)

Loan Term Years

Payment Method

Search Mortgages

Filters

Products

- Fixed
- Discount
- Tracker
- Variable
- Capped
- Libor Linked
- Stepped
- Show Direct Products
- Help To Buy (HTB)
- HTB - Shared Equity
- HTB - Mortgage Guarantee

Product Period

- All
- 1 Year
- 2 Years
- 3 Years
- 4 Years
- 5+ Years
- Term
- Custom

Preferences

- Free Legals
- Free Lender Fees
- Free Valuation Fees
- Cashback
- Portable
- Guarantor Acceptable
- Offset Mortgage
- Overpayments Allowed
- No Higher Lending Charge
- No Early Repayment Charge
- ERC Payable After Initial Period

Situations

- CCJs Acceptable
- Arrears Acceptable
- Bankruptcy Acceptable
- Defaults Acceptable
- IVAs Acceptable

Maximum Total Fees

£

[Back to Top](#)

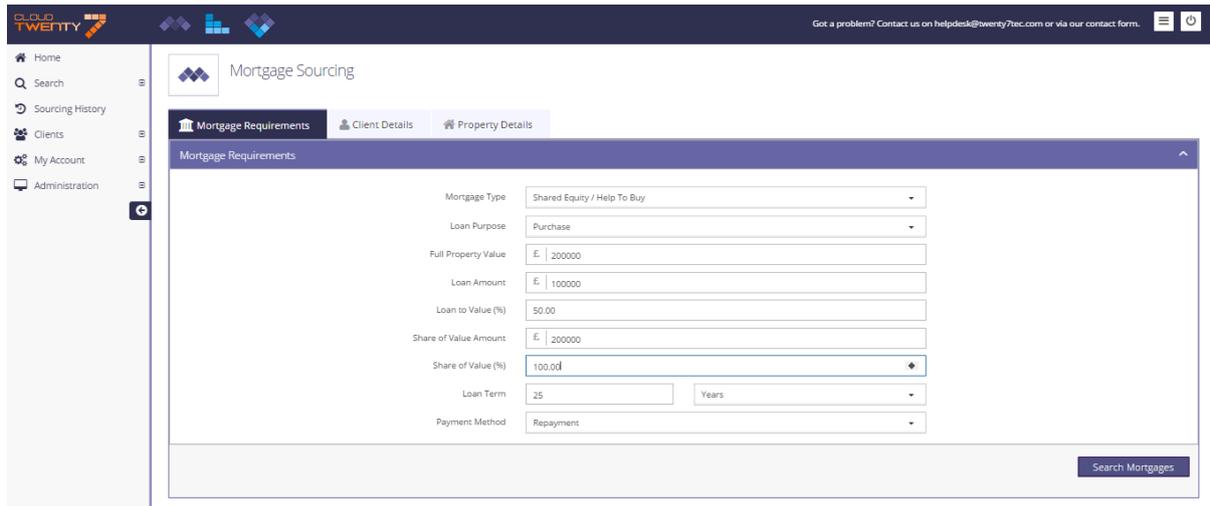
How do I source HTB2?

HTB2 is the government backed Mortgage Guarantee Scheme. To source a mortgage simply follow the same procedures for sourcing [HTB1](#) and in the filters select HTB – Mortgage Guarantee.

[Back to Top](#)

How do I source Shared Equity?

The Shared Equity Scheme is where the client deposits a minimum of 5% and the Government provides an equity share for 20%. Follow the same procedures as [HTB1](#) and select HTB – Shared Equity from the filters menu. Additionally the Mortgage Criteria page should resemble the example below.



The screenshot shows the 'Mortgage Sourcing' application interface. The main content area is titled 'Mortgage Requirements' and contains the following fields:

Mortgage Type	Shared Equity / Help To Buy
Loan Purpose	Purchase
Full Property Value	£ 200000
Loan Amount	£ 100000
Loan to Value (%)	50.00
Share of Value Amount	£ 200000
Share of Value (%)	100.00
Loan Term	25 Years
Payment Method	Repayment

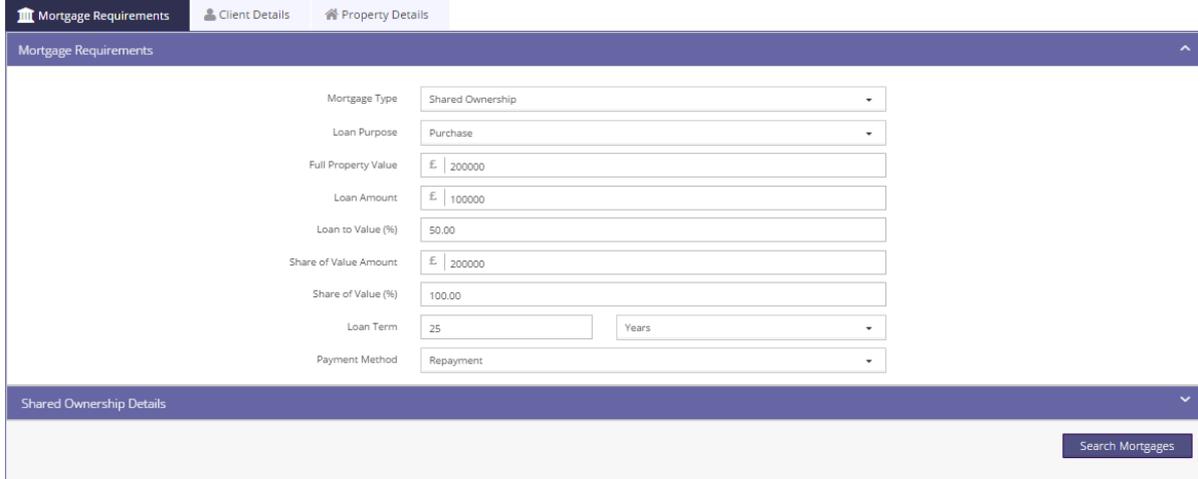
A 'Search Mortgages' button is located at the bottom right of the form.

[Back to Top](#)

How do I source Shared Ownership?

An example of how to complete the Mortgage Requirements page is shown below for a 50% shared ownership mortgage.

The sourcing LTV is based on the Loan required against the Applicants Share of Value Amount which should be the value of their share of the full property valuation.



The screenshot shows the 'Mortgage Requirements' form with the following fields:

- Mortgage Type: Shared Ownership
- Loan Purpose: Purchase
- Full Property Value: £ 200000
- Loan Amount: £ 100000
- Loan to Value (%): 50.00
- Share of Value Amount: £ 200000
- Share of Value (%): 100.00
- Loan Term: 25 Years
- Payment Method: Repayment

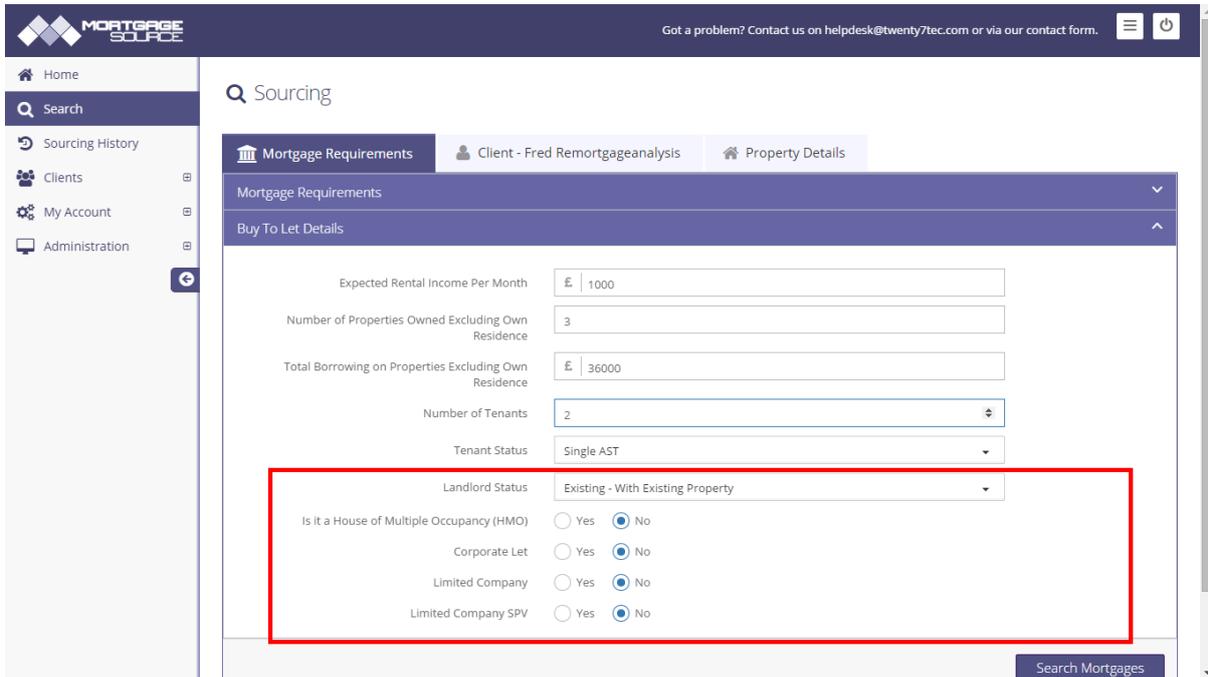
Below the form is a 'Shared Ownership Details' section with a 'Search Mortgages' button.

The shared ownership section should be completed for compliance purposes but the details are not currently used for sourcing.

[Back to Top](#)

BTL Sourcing – What is Landlord Status?

When sourcing BTL products some lenders will only lend to experienced landlords. To source accurately you will need to select one of the Landlord Status options from the drop down menu. Reference to existing property means residential property.



The screenshot shows the 'Buy To Let Details' section of the Mortgage Requirements form with the following fields:

- Expected Rental Income Per Month: £ 1000
- Number of Properties Owned Excluding Own Residence: 3
- Total Borrowing on Properties Excluding Own Residence: £ 36000
- Number of Tenants: 2
- Tenant Status: Single AST
- Landlord Status: Existing - With Existing Property
- Is it a House of Multiple Occupancy (HMO): Yes No
- Corporate Let: Yes No
- Limited Company: Yes No
- Limited Company SPV: Yes No

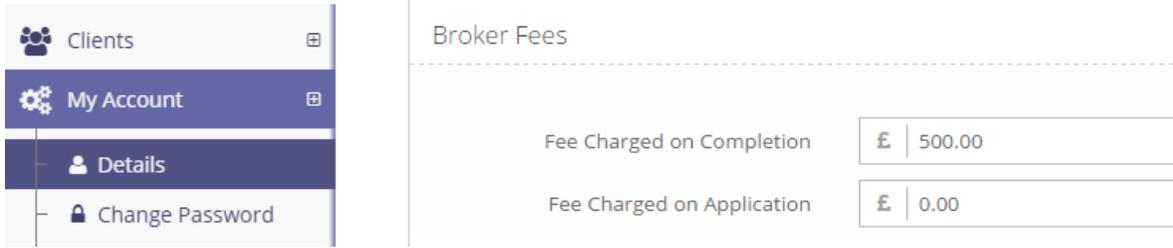
The 'Landlord Status' dropdown and the radio button options are highlighted with a red box. A 'Search Mortgages' button is visible at the bottom right.

[Back to Top](#)

Frequently Asked Questions

Can I set my broker fees so that they auto complete in the KFI?

In order to set your broker fees go to My Account > Details and scroll down to Broker Fees.



You can also amend and add fees when you produce a KFI. When finished ensure you click on the **Update User** button on the bottom of the page.

[Back to Top](#)

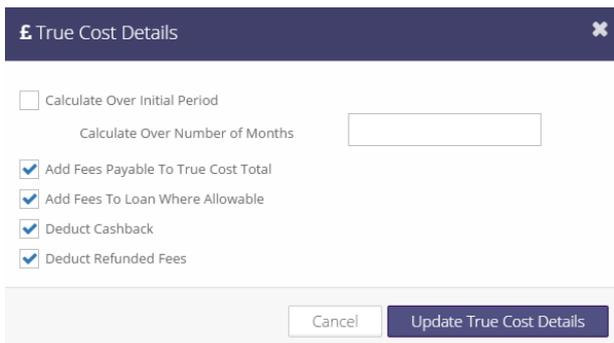
How do I amend True Cost?

MortgageSource is unique in so far as when you source, lender fees that can be added to the loan are done so automatically. If you do not want to source with fees added then all you need to do is to click on the True Cost Details icon and amend the fee options accordingly to your preference.

 Mortgage Results



Clicking on the True Cost Details displays the window below so that you can edit your choice for fee options.



[Back to Top](#)

How do I amend loan details after I have sourced a mortgage?

In order to amend loan details click on the Mortgage Requirements icon and you will be provided with the editing tool that enables you to amend Purchase Price, Loan Amount and Term.



Mortgage Requirements
✕

Purchase Price / Property Value

Loan Amount

Loan Term

[Back to Top](#)

How do I create an Evidence of Research Document and KFI?

When you go to Source Results click on the product that you want to recommend to your client.

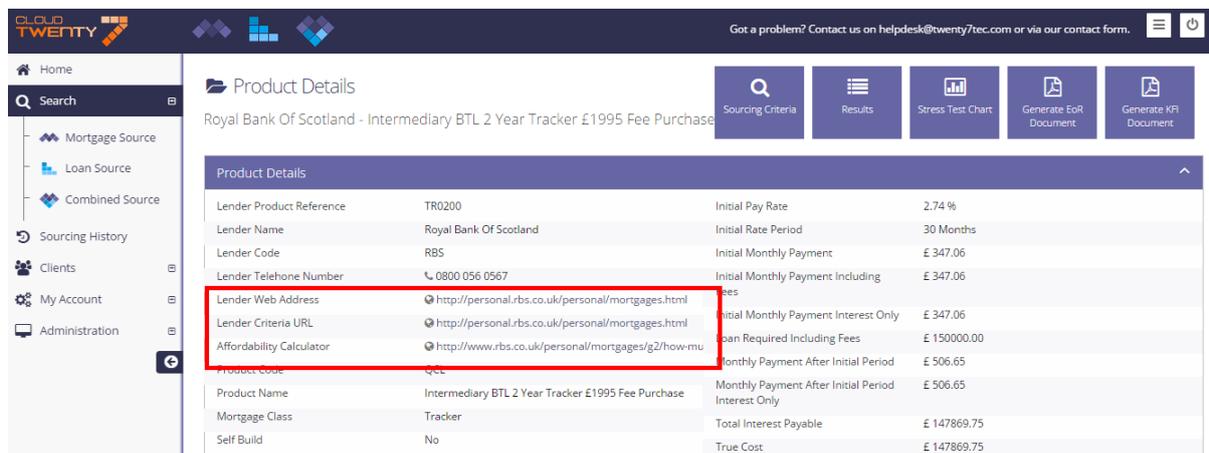


On the top right hand side of the Product Details page you can produce an Evidence of Research Document and a KFI by simply clicking on the relevant icon.

[Back to Top](#)

How do I view product criteria?

From the Source Results Screen click on the product that you want details of. Please note that you can also access the lender's criteria website and affordability calculator pages by clicking on the links provided.

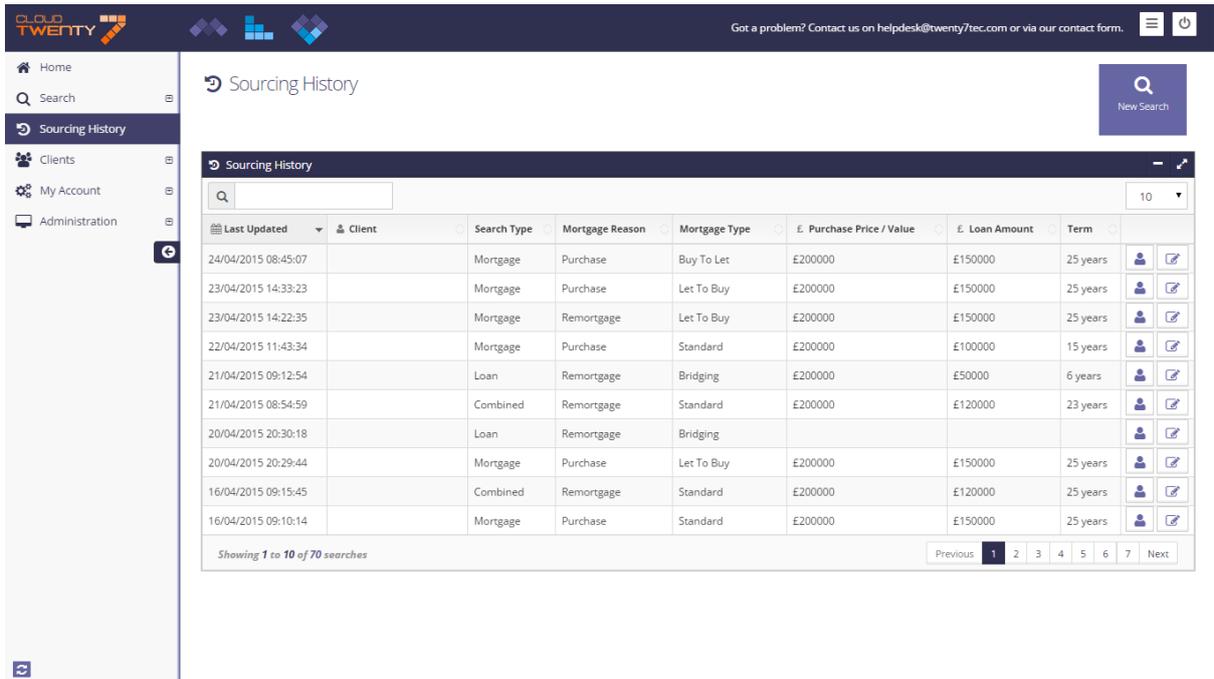


Product Details			
Lender Product Reference	TR0200	Initial Pay Rate	2.74 %
Lender Name	Royal Bank Of Scotland	Initial Rate Period	30 Months
Lender Code	RBS	Initial Monthly Payment	£ 347.06
Lender Telephone Number	0800 056 0567	Initial Monthly Payment Including Fees	£ 347.06
Lender Web Address	http://personal.rbs.co.uk/personal/mortgages.html		
Lender Criteria URL	http://personal.rbs.co.uk/personal/mortgages.html		
Affordability Calculator	http://www.rbs.co.uk/personal/mortgages/g2/how-mu		
Product Code	QCC	Monthly Payment After Initial Period	£ 506.65
Product Name	Intermediary BTL 2 Year Tracker £1995 Fee Purchase	Monthly Payment After Initial Period Interest Only	£ 506.65
Mortgage Class	Tracker	Total Interest Payable	£ 147869.75
Self Build	No	True Cost	£ 147869.75

[Back to Top](#)

How do I view my sourcing history?

You can access your sourcing history from the side bar menu. You can also access it from the Clients menu where you will also be able to view client details and any EoR and KFI's you created.



Got a problem? Contact us on helpdesk@twentytec.com or via our contact form.

Home Search Sourcing History Clients My Account Administration

Sourcing History

New Search

Sourcing History

Last Updated	Client	Search Type	Mortgage Reason	Mortgage Type	£ Purchase Price / Value	£ Loan Amount	Term	
24/04/2015 08:45:07		Mortgage	Purchase	Buy To Let	£200000	£150000	25 years	
23/04/2015 14:33:23		Mortgage	Purchase	Let To Buy	£200000	£150000	25 years	
23/04/2015 14:22:35		Mortgage	Remortgage	Let To Buy	£200000	£150000	25 years	
22/04/2015 11:43:34		Mortgage	Purchase	Standard	£200000	£100000	15 years	
21/04/2015 09:12:54		Loan	Remortgage	Bridging	£200000	£50000	6 years	
21/04/2015 08:54:59		Combined	Remortgage	Standard	£200000	£120000	23 years	
20/04/2015 20:30:18		Loan	Remortgage	Bridging				
20/04/2015 20:29:44		Mortgage	Purchase	Let To Buy	£200000	£150000	25 years	
16/04/2015 09:15:45		Combined	Remortgage	Standard	£200000	£120000	25 years	
16/04/2015 09:10:14		Mortgage	Purchase	Standard	£200000	£150000	25 years	

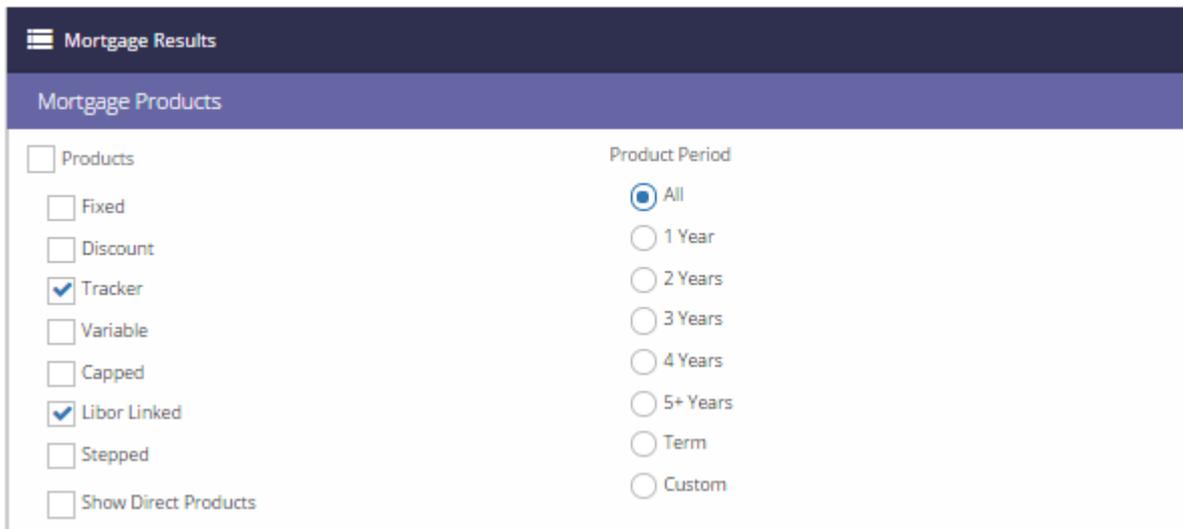
Showing 1 to 10 of 70 searches

Previous 1 2 3 4 5 6 7 Next

[Back to Top](#)

How do I source LIBOR Tracker Mortgages?

From the Source Results Screen, go to filters and select Tracker and LIBOR from the Mortgage Products Filter.



Mortgage Results

Mortgage Products

Products
 Fixed
 Discount
 Tracker
 Variable
 Capped
 Libor Linked
 Stepped
 Show Direct Products

Product Period

All
 1 Year
 2 Years
 3 Years
 4 Years
 5+ Years
 Term
 Custom

[Back to Top](#)

How does the ERC sorting work?

The ERC's that start with a number come out first as this is the way the engine sorts by numeric then alphabetic. The first time you click to sort by ERC it will put the ERC in ascending order, so lowest number to highest and then alphabetic. If you click it again it then sorts it in reverse so you will see the No ERC products at the top.

Filters							
True Cost	ERC	Total Fees	Cashback	APR	Max LTV	Fees	Pin
£185759.38	1 year	£4510.00	£500.00	5.10%	75%	£	📌
£188906.26	1 year	£1535.00	£0.00	5.20%	75%	£	📌
£205115.50	1 year	£3784.00	£0.00	5.80%	75%	£	📌
£206951.50	1 year	£3784.00	£0.00	5.90%	80%	£	📌
£174389.27	10 years	£2255.00	£0.00	4.80%	75%	£	📌
£174589.27	10 years	£2550.00	£95.00	4.80%	75%	£	📌

Filters							
True Cost	ERC	Total Fees	Cashback	APR	Max LTV	Fees	Pin
£182829.05	None	£1999.00	£0.00	4.80%	75%	£	📌
£205147.85	None	£1664.00	£0.00	5.20%	75%	£	📌
£235241.80	None	£529.00	£0.00	6.00%	75%	£	📌
£232613.30	None	£529.00	£0.00	5.90%	75%	£	📌
£198284.75	None	£1850.00	£0.00	5.40%	75%	£	📌
£147952.03	None	£2132.00	£0.00	4.10%	75%	£	📌

[Back to Top](#)

How do I source for Ex-Pats

In the client details tab go to Nationality and select Ex-Patriate from the drop down menu.

Mortgage Requirements | **Client Details** | Property Details

Applicant #1 | Applicant #2

Applicant Details

Title: Mr

First Name: Peter

Middle Name:

Last Name: Jones

Applicant Type: First Time Buyer

Date of Birth: 12/12/1980

Gender: Male

Marital Status: Married

Nationality: **British**
EU Citizen
Non-EU Citizen
Ex-Patriate

Retirement Age:

Criminal Convictions?:

Dependants:

[Back to Top](#)

END OF DOCUMENT