

A guide to our product transfer tool

If your client's current Leeds Building Society mortgage product is coming to an end, we've made it quick and easy to apply for a product transfer online. Once you've assessed your clients' needs you can request an offer in a few easy steps.

The great things about product transfers are:

- It's a simple way to move your client from one great deal to the next
- There's no additional credit checks on like for like product transfers
- When you log in to the portal your clients' up to date mortgage information is ready for you to view
- We pay a 0.20% proc fee
- There are no legal fees



Getting started:

You'll need to be registered on our residential mortgages panel to complete the transfer and receive your proc fee, you can register on our [website](#).

You can carry out the transfer even if you didn't advise on the original mortgage, as long as your client fulfils our criteria*.

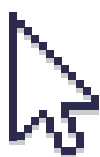
Products and payment:

All available products will be on your sourcing system or you can view them by logging onto our product transfer portal. To recognise the work you do, we'll pay a 0.20% proc fee of the amount borrowed, via your usual payment route. On the completion of your clients product transfer, your lending partner will receive the proc fee by the 15th of the following month.

Our business development managers (BDMs) are here to help, so if you need any support using the tool you can contact your dedicated BDM details can be found on the [contact us](#) page of our website.

You can use our online tool if your client:

- Has an existing mortgage deal with us
- Has a current deal that's ending within 90 days **OR** is on a mortgage without an ERC **OR** is on our standard variable rate
- Only has 1 part to their mortgage
- Pays by direct debit
- Is up to date on their mortgage payments
- Doesn't need any other changes, such as borrowing more, changing term/repayment method, changing borrowers, or making a capital payment



To access the tool, [click here](#).

You'll need to call us if your client:

- Doesn't pay by direct debit
- Has more than 1 part to their mortgage
- Has a shared equity mortgage

For some product transfers we can facilitate the transfer but it can't be done via the online tool.

For the above cases you can call us on **03450 50 50 64**, we'll take the information over the phone and complete the transfer for you. We'll still pay you a proc fee for this transfer.



This information is for use by FCA authorised intermediaries only and must not be distributed to potential borrowers.

 Leeds Building Society for Intermediaries

 @LBSIntermediary

 leedsintroducer.co.uk

*Please note: Leeds Building Society only accepts mortgage applications from intermediaries where they are providing an advised sales service, with the exception of Buy to Let & Holiday Let applications. It is the responsibility of the intermediary to ensure that all applicable law including, without limitation, the Financial Conduct Authority rules on advised mortgage sales are complied with including, without limitation, the provision of adequate explanations. We may monitor and/or record your telephone conversations with the Society to ensure consistent service levels (including colleague training).

What information do I need to use the online tool?

- Your customer number
- Your lending partner
- Your clients existing mortgage account number
- Postcode of the mortgaged property
- Last 4 digits of the account the mortgage direct debit is paid from



If you charge a fee we'll also need:

- The client fee amount
- Whether it's payable 'on or before application' or 'on or before completion'
- If it's refundable, when and how much

Your client will need to call us if:

In some cases your client may need to come directly to us for their product transfer. Below are examples of when they'll need to call us themselves. Unfortunately in these circumstances we can't pay you a proc fee.

- They're making changes to their mortgage like changing the term or repayment method
- They want additional borrowing
- They're transferring equity
- They live in Gibraltar
- They are in arrears
- They have an ERC and want to pay it



Your client can contact us on **03450 50 50 64.**

FAQs when using the tool:

How does the customer pay a product fee?

This can either be paid up front or added to the loan.

How long is the offer valid?

30 days.

When will the transfer start?

If you apply before the product ends, the new product will commence when the existing product ends.

If for any reason we don't receive the offer acceptance from your client in time there may be a delay in moving them to their chosen product.

Will I receive a copy of the offer?

Yes, we'll send it via secure email usually within 4 days. Your client will also receive a copy of the offer which they will need to sign and return within 30 days.

How do I know my client is eligible?

If your client is eligible all available products will be shown on the portal or your sourcing system. If for any reason your client isn't eligible for a product transfer using the portal, a message will display showing you what action can be taken by you/your client.



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