

ONLY FOR USE BY MORTGAGE INTERMEDIARIES



# NatWest Intermediary Solutions Packaging requirements



NatWest

# Instructions for submitting supporting documentation for a mortgage application.

## 1. Direct upload - for all cases submitted via [intermediary.natwest.com](https://intermediary.natwest.com)

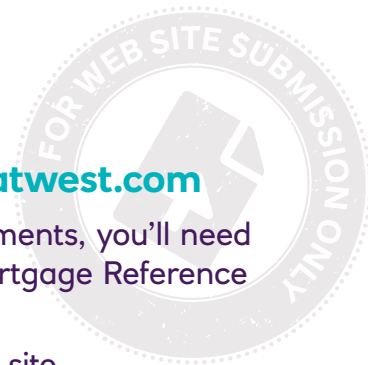
Once you have submitted an application, to upload documents, you'll need the Mortgage Reference Number. You can access the Mortgage Reference Number in two ways:



- a. it will appear alongside your client's details on the web site
- b. you will receive an e-mail in real time following the submission of the application

Next, select '**Packaging Requirements**' from the summary header and case-specific packaging guidance will be displayed.

The option '**Proceed to Upload Documents**' will be presented below the packaging guidance text. Click on that and you will be able to upload PDFs and JPEGs up to 10MB in size.



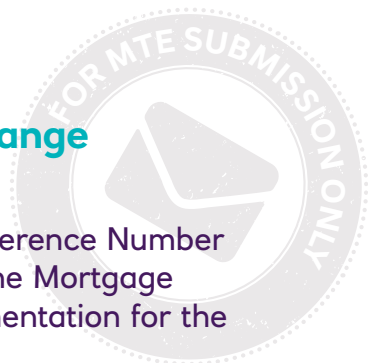
## 2. Email - for all cases submitted via Mortgage Trading Exchange supported systems

You'll receive a confirmation email with the Mortgage Reference Number within 24 hours of submission. Once you have received the Mortgage Reference Number you can submit the supporting documentation for the mortgage application.



You no longer need to certify the documents that you send to us. That's because we have updated the declarations that you complete during the application process which now includes wording confirming that the documents you provide are true copies of the originals.

Please email the supporting documentation to [intermediarydocs@natwest.com](mailto:intermediarydocs@natwest.com) ensuring that the Mortgage Reference Number is in the email title.





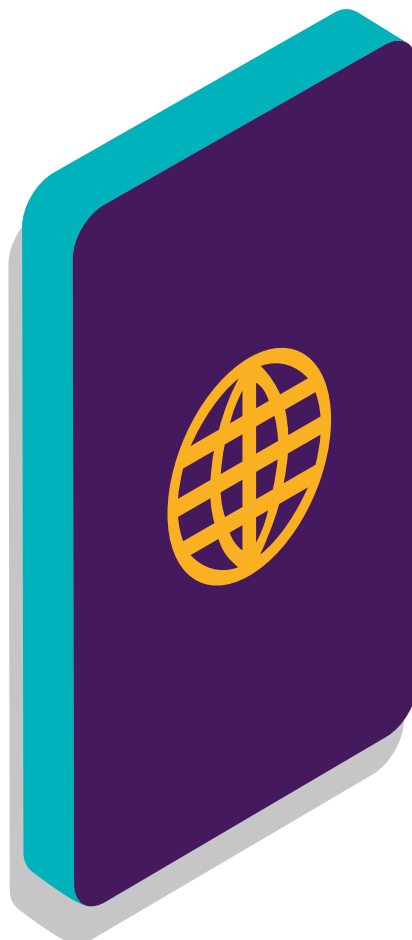
## Identification

We will **ALWAYS** need you to send proof of name and address, correctly certified, if:

- the applicant's ID was not verified online, or
- the applicant is a non-British or EU national – we will **ALWAYS** need a copy of a passport & valid Visa at time of application.






		Requirements
	Personal ID	<ul style="list-style-type: none"><li>• A certified copy of a current valid passport <b>OR</b></li><li>• HMRC Tax Notifications and correspondence, as long as it's less than 6 months old or dated within the current financial year <b>OR</b></li><li>• A certified copy of a current full driving licence.</li></ul>
	Confirmation of address	<ul style="list-style-type: none"><li>• An original or certified copy of a bank statement confirming the customer's name and current address – as long as it's less than 3 months old <b>OR</b></li><li>• An original or certified copy of a utility bill (not mobile phone) or a credit card statement – confirming the customer's name and current address – as long as it's less than 3 months old <b>OR</b></li><li>• An original or certified copy of an annual mortgage statement (less than 12 months old) <b>OR</b> Council Tax bill (for current or up-coming financial year) confirming the customer's name and current address.</li></ul>



## Proof of income - residential

Mortgage of 75% LTV or less AND £500,000 or less







		Requirements
	Employed	<ul style="list-style-type: none"><li>• Latest month's payslip</li></ul>
 	Self-employed	<ul style="list-style-type: none"><li>• Latest HMRC tax assessment (SA302) <b>OR</b></li><li>• Latest year's finalised accounts (if the latest set of accounts available is over 18 months' old, please provide a letter from your customer's accountant to confirm that the business is still viable) <b>OR</b></li><li>• Most recent Online Tax Self Assessment submitted to HMRC (100% completed and <b>NOT</b> at the 'In progress' stage). Customer must also provide a copy of their Tax Year Overview</li><li>• Submissions made via third party software e.g. accountants, are also acceptable on condition that the Tax Year Overview is provided by the customer confirming their unique Tax Reference number and the figures on the submission.</li></ul>

## Proof of income - residential





Mortgage of more than 75% LTV OR more than £500,000



		Requirements
	Employed	<ul style="list-style-type: none"><li>• Latest 3 months' payslips <b>PLUS</b></li><li>• Latest 3 months' consecutive personal bank statements from main bank account (<b>not required if the applicant's account is held with NatWest or RBS</b>)</li></ul>
  	Self-employed	<ul style="list-style-type: none"><li>• Latest 3 months' consecutive personal bank statements from main bank account (<b>not required if the applicant's account is held with NatWest or RBS</b>) and business bank statements <b>PLUS</b></li><li>• Latest 2 years' finalised accounts (if the latest set of accounts available is over 18 months' old, please provide a letter from your customer's accountant to confirm that the business is still viable) <b>OR</b></li><li>• Latest 2 years' HMRC tax assessments (SA302s) <b>OR</b></li><li>• Most recent 2 years' Online Tax Self Assessment submitted to HMRC (100% completed and <b>NOT</b> at the 'In Progress' stage). Customer must also provide a copy of their Tax Year Overview</li><li>• Submissions made via 3rd party software e.g. accountants, are also acceptable on condition that the Tax Year Overview is provided by the customer confirming their unique Tax Reference number and the figures on the submission.</li></ul>

## Proof of income – buy-to-let



		Requirements
	Employed	<ul style="list-style-type: none"><li>• For loans of £500,000 or less – same as residential requirements for <i>Mortgage of 75% LTV or less AND £500,000 or less</i> (see above)</li><li>• For loans of more than £500,000 – same as residential requirements for <i>Mortgage of more than 75% LTV OR more than £500,000</i> (see previous)</li></ul>
	Self-employed	<ul style="list-style-type: none"><li>• For loans of £500,000 or less – same as residential requirements for <i>Mortgage of 75% LTV or less AND £500,000 or less</i> (see above) <b>PLUS</b> 1 month's personal and business bank statements</li><li>• For loans of more than £500,000 – same as residential requirements for <i>Mortgage of more than 75% LTV OR more than £500,000</i> (see previous)</li></ul>
 	Proof of rent from <b>OTHER</b> properties currently owned	<ul style="list-style-type: none"><li>• <b>In all cases</b> we will require copies of bank statements to evidence existing rental income from buy-to-let and consent-to-let properties</li><li>• Latest 3 months' consecutive personal or business bank statements from the account that the rental income is paid into</li><li>• We will instruct a valuation report to be conducted on the property to be mortgaged and a background valuation assessment on an applicant's existing rented properties.</li></ul>



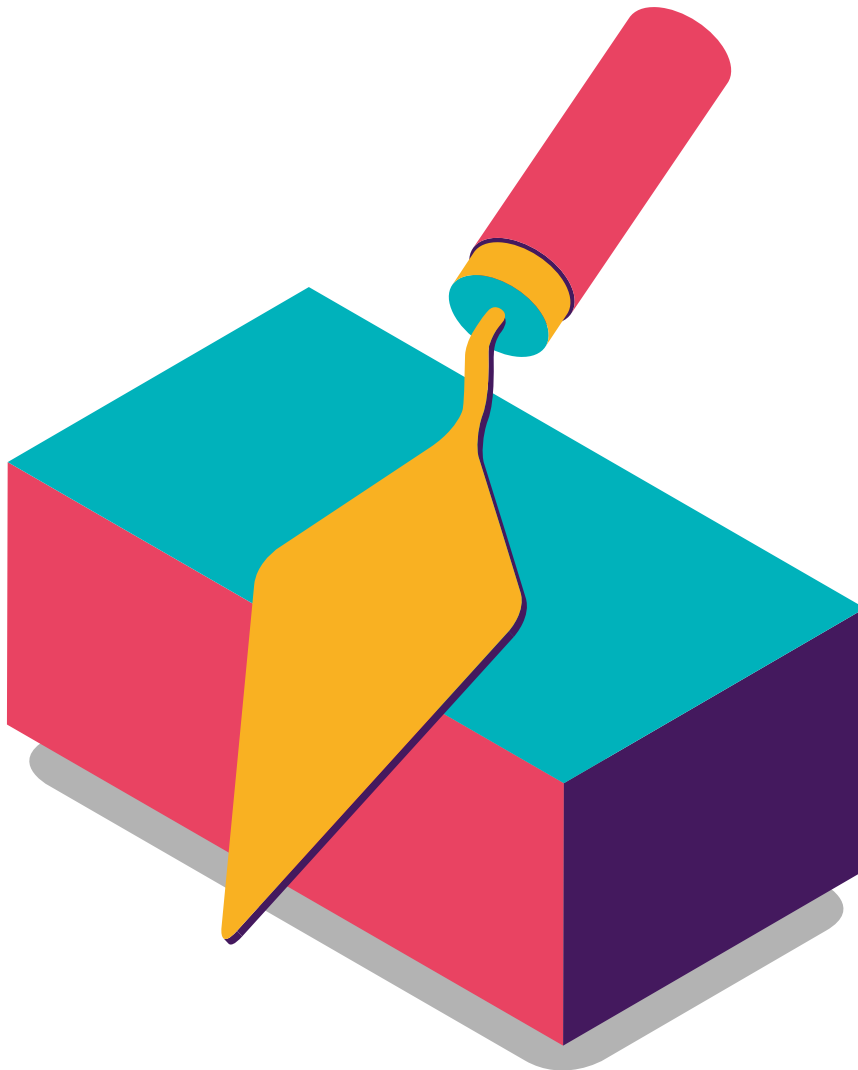
## Proof of income – Contractors earning more than £75,000 pa



### Requirements

- Latest 3 months' consecutive personal bank statements for their main account (**not required if the applicant's account is held with NatWest or RBS**)
- Where significant business expenses that are not reimbursed as part of the applicant's contract are identified on the application, 3 months' bank statements (personal or business) must be provided evidencing these.
- Copy of contract(s) to encompass a 12-month period, with a minimum of 6 months' contract(s) already completed. For example this could be a 12-month contract where 6 months have been completed, two 6-month contracts where one has been completed or four 3-month contracts where two have been completed










Underwriters can exercise their discretion to request additional information if required.



# Evidence of additional income

We will **ALWAYS** need evidence of an applicant's additional income when it's needed to meet the mortgage required.



		Requirements
	Bonus income	<p><b>Regular bonuses</b></p> <ul style="list-style-type: none"> <li>• <b>Monthly</b> – Evidenced by 3 months' consecutive payslips and most recent P60. If unable to provide P60, or if the income figure on P60 does not correlate to the information on the payslips because of a salary increase, change of job or one-off bonus payment, 6 months' payslips are required</li> <li>• <b>Quarterly</b> – Evidenced by 4 payslips detailing the most recent bonus payments – one from each quarter</li> <li>• <b>Twice a year</b> – 4 payslips detailing the bonus payments over the latest 2 years. We take 50% of the average bonus of the last 2 years</li> <li>• <b>Annual</b> – 2 payslips detailing the bonus payments over the latest 2 years. We take 50% of the average bonus of the last 2 years</li> </ul>
	Overtime/ commission/ shift allowance	<ul style="list-style-type: none"> <li>• Evidenced by 3 months' consecutive payslips and most recent P60. If unable to provide P60, or if the income figure on P60 does not correlate to the information on the payslips because of a salary increase, change of job or one-off bonus payment, 6 months' payslips are required</li> </ul>
	2nd jobs	<ul style="list-style-type: none"> <li>• Payslips in accordance with the <i>Employed requirements</i> detailed earlier for the appropriate LTV bandings and loan size, as detailed above, PLUS a minimum of 6 months' history of employment</li> </ul>
	Maternity pay	<ul style="list-style-type: none"> <li>• Most recent three months' bank statements and last three months' payslips, prior to their maternity leave. Plus, a letter from the applicant confirming they intend to return to work on the same terms or a letter from their employer confirming their new pay details on return to work.</li> </ul>
	Child Benefit	<ul style="list-style-type: none"> <li>• Most recent bank statement showing payment credit</li> </ul>
	Foster carer's income	<ul style="list-style-type: none"> <li>• 2 years' proof of income in the form of remittance slips or annual statements plus a letter confirming they are a registered carer</li> </ul>
	Other benefit income	<ul style="list-style-type: none"> <li>• Up-to-date awards letter</li> </ul>
	Maintenance	<ul style="list-style-type: none"> <li>• 6 months' bank statements to evidence payments and court approval letter (if paid by court order)</li> </ul>
	Rental income	<ul style="list-style-type: none"> <li>• Last 2 years' SA302s are required to verify rental income for residential borrowing. For buy-to-let mortgages, please refer to the Proof of income – buy-to-let section.</li> </ul>

# Where to go for help

## Your BDM

Name:

Phone:

Email:



The average number of years experience that our BDMs have in the mortgage industry



The average number of years experience in the mortgage industry that members of our *LiveTALK* team have



## Help with pre-submission applications

We are happy to help you with queries about customer applications on *LiveTALK*, our instant messaging service at [intermediary.natwest.com](https://intermediary.natwest.com).

Use *LiveTALK* for :

- Registration/password queries
- Queries on criteria for new applications
- Queries about using the website

And, get a transcript of your conversation

## Help with existing applications



**03459 00 11 10**

Call our dedicated intermediary mortgage processing centre on our local rate number

For help with:

- Checking receipt of supporting documentation
- Providing updates on underwriting decisions
- Managing valuation instructions
- Confirming mortgage offer issued
- Extending mortgage offer term
- Confirming completion dates

Use our online Mortgage Application Tracker to monitor progress of your customers' applications



For more information go to [intermediary.natwest.com](https://intermediary.natwest.com)