
NON-PORTFOLIO APPLICATION USER GUIDE

November 2018

About Paragon

Paragon offer a range of non-portfolio buy-to-let mortgages aimed at landlords with small portfolios. Paragon's mortgages are competitive with simple criteria.

Please remember that applications for limited companies, LLPs, HMO's and multi-unit blocks must be made on our portfolio online application, even if the customer is classified as non-portfolio under PRA regulation.

Available exclusively online, our application process for mortgage intermediaries is easy to use and gives an immediate decision for you and your customer.

With dedicated buy-to-let industry experts on hand to help, we know you will be happy to choose us.

How to register

If you are not already registered with us, simply visit the intermediary section of www.paragonbank.co.uk and select 'Apply now'.

Once registered, we will contact you via email confirming your Registration Number and Password. If you experience any problems during the registration process please email mortgagesalesupport@paragonbank.co.uk.

Getting started

Our non-portfolio Data Capture Form is available to download at www.paragonbank.co.uk/btldocuments/intermediary. This form can be used to record the information that is required to complete our online application for non-portfolio customers.

In the intermediary section of our website, select 'Apply now', enter your Registration Number and Password to sign in. You can now make a new application and going forward you will immediately be able to view the status of any pending applications.

Please be aware that the information you provide is used in our fraud prevention checks. Failure to provide accurate information in all fields can result in a fraud registration against you and/or the Applicant(s).

Document upload

If you wish to send supporting documents to us electronically, you can either:

- Download our case tracker app and send them to us from your apple or android device
- Send them to us via the desktop version of our case tracker app www.casetracker.paragonbank.co.uk
- Email them to us at btlenquiries@paragonbank.co.uk

In conjunction with other criteria, we will assess the affordability of this mortgage based on the expected monthly income generated from letting the property to a tenant. The actual income generated may be different and can be influenced over time by changes within the rental market. The applicant(s) will remain responsible for meeting the costs of the mortgage and the additional costs associated with letting property for the duration of ownership.

PLEASE ENSURE YOU INPUT THE CORRECT DATA.

Please note: An illustration, an application summary of the information input and a direct debit for signature and return will be sent to the email address provided once the application has been submitted

Making a new application

1. Select the 'Apply online' button

2. **Input your Registration Number and Password**
These will have been emailed to you when you first registered on the site. If you have not already registered you will need to register before making an application. Please note that the first time you log in you will be asked to change your password. Your new password must be a minimum of eight characters and include at least one upper case, one lower case and one number.

3. You will be presented with a criteria check list.
Please read carefully and only click the tick box to proceed if all criteria is met, select continue

4. The next screen will ask you to confirm that the property meets accepted standards. Please read carefully, click on the tick box and select continue

5. Application details - select the number of applicants and answer all questions carefully, as this information will determine whether the application qualifies as a consumer buy-to-let mortgage contract

6. Personal details - please complete ALL fields.
You will be unable to proceed to the next screen until the personal details are completed in full

7. **If this is a sole application, once all fields are completed, select 'continue'**
If this is a joint application you will be asked to complete the second applicant's details. To save time, you will have the option to copy across the home address from the first applicant's details. Once all fields are completed, select 'Continue'

8. **Terms & Conditions - please read our Terms and Conditions carefully and select 'I agree' in order to continue.**
At this stage, a criteria check will be undertaken on all applications. For non expatriate applications, we will also carry out a credit quotation search. If the application is referred or declined you will be advised of this and provided with contact details.
If you select disagree, the application will be declined in principle



Making a new application (continued)

- 9.** Property and mortgage details - please complete ALL fields. You will be unable to proceed to the next screen until the property and mortgage details are completed in full. Once all fields are completed, select continue. Where an application is being resumed, if the product selected previously has since been withdrawn, the application will automatically recommence at this stage to enable an alternative product to be chosen

- 10.** Product selection - select the product required

- 11.** A review of the property and an affordability assessment is now carried out. If the property is declined you can end the application or submit new details. If the property is accepted, the application will continue if the amount of loan requested is available. Alternatively, the maximum loan on which the application can proceed will be displayed

Please note: If, at any time up to this point, you wish to save the application and come back to it at a later date, keep clicking the 'back' button until you reach the Applications in progress screen. The details you have keyed in will be stored under your application number.

- 12.** Employment and accountant details - if the applicant is self-employed and does not use an accountant please input the applicant's details in the accountant's name and address fields and ensure that Tax Assessment is selected as qualification

- 13.** Access details - please complete with the access contact details. Please ensure a contact number and email address (if available) is input, this will speed up the valuation process.

- 14.** Managing agent details - please provide for expatriate applications, if known

- 15.** At this stage you will be able to add additional properties to the application

- 16.** To select a solicitor who is already on our approved panel, search by firm name or postal code and select the solicitor required. If you have selected a fee saver product you will need to select Fee Free Conveyancing which will appear at the top of the list. Inputting a firm that is not already on the panel may delay the mortgage application. Please ensure you use the list provided to select the firm.



Making a new application (continued)

17. Originating intermediary - if you received this application through an originating intermediary you will be asked to provide details.

18. Bank details - please note the applicant **MUST** hold a UK bank account. Please check that the details derived from the sort code are correct. If you do not tick the box stating it is a UK bank account the application will be declined. The account name field has limited characters. Where there is more than one account holder, please input initial and surname only.

19. Additional information - All questions in this section **MUST** be completed

20. Property schedule - This schedule must include all residential investment properties owned by every applicant in both personal and corporate name. Where the applicant owns three or less mortgaged properties, completion of this property schedule is compulsory. Where the applicant owns more than three mortgaged properties, although the property schedule is not compulsory as part of the online application, a fully completed schedule will be required prior to the full underwriting assessment being carried out

21. All fees payable will now be confirmed, select make a payment

22. Fee Payment - please ensure that you have credit/debit card details available, together with the clients authority to make the necessary payment.
Remember: Your product is not guaranteed until the application fee is paid.

23. Final application - the email address will default to the one provided to us on registration, however, you do have the option to provide a different address. You will be asked to confirm whether you have provided advice to the client and the amount of any additional fees charged. This page provides the application number and an indicative list of the information that is required in order to fully process the application. When you select continue, an illustration, a summary of the information input and a direct debit for signature and return will be sent to the email address provided. The final screen confirms the application has been successfully submitted and will be reviewed by an underwriter

Resume an application

If for any reason you have to stop inputting an application before submission, it is possible for you to resume the application and complete at a later date.

Click 'Web applications' on the Applications in progress screen and a list of all applications you have entered will appear in alphabetical order. Any applications that can be resumed will have the 'resume' icon.

All applications submitted via the website, whether declined, referred, in progress or submitted will be shown in the 'Web applications' view.

Please note that if the product previously selected has since been withdrawn, the application will automatically resume at the 'Product Selection' page to enable an alternative product to be chosen.

Applications in progress

This allows you to search for any application currently being processed by us. You can search by applicant name or by status; type the status required within the box above the 'Application status' column and click 'Select'.

To view a list of all current status codes and the stage of application processing which they relate to, simply click on '?' above the Application status column.

Completed applications

All completed applications will be listed in alphabetical order in the 'Completed applications' view. This view will detail the completion date, mortgage number and customer name.

For more information on what we do with customer's personal data, why we do it and what rights they have over that data, including how to make a complaint to the ICO, please see the application declaration, visit online www.paragonbank.co.uk/data-protection or contact us.

Contact us

If you would like to contact us regarding your online experience, please call our Customer Relationship Team on **0345 849 4040**. Alternatively email btlenquiries@paragonbank.co.uk

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ACORN17268 (10/2018)

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