

# At the Chalk Face:

## Mortgage Illustration

### – Personal Finance.

To prevent delays and help us to offer your case as soon as possible, it's important that the mortgage illustration given to the customer reflects the overall value of the loan, including any associated fees.

1.

If a full valuation was required and this is not already factored into a packager fee, please include the valuation cost on the third party fees section on My Broker Venue. This can be found on the quotation section of the case. If a Hometrack was utilised, please update the fees section accordingly to reflect this.

2.

If any mortgage intermediary or lender fees are applicable, please update the fees for the application on My Broker Venue to record whether the fee is to be pre-paid or added to the loan.

3.

If the application was introduced to you, please include the introducer's details on the 'application' tab on My Broker Venue, and include details of their network if they are an appointed representative of a principal firm. If the commission is to be split, or the introducer is responsible for advice or complaints, please record this accordingly in the quotation section of the case.

4.

Please double check the loan term is in line with our lending into retirement policy. If the term needs to adjust, please select 'requote' on the application and amend accordingly. You'll then need to produce an updated illustration.

5.

If any material changes occur on the application, you'll need to produce a new mortgage illustration and provide this to the customer for their review before submitting the case to our underwriting team. This will mean the customer has the most up to date information when our underwriting team calls to discuss the details of the loan before offer.

## Chalk Talk

Don't forget to view our videos on our [Chalk Talk page](#) where you'll find a further explanation on the above.

## Get in touch!

Please contact  
our team on  
**0161 933 7101**  
for further support.